
LEVEL 1 HELP DESK TECHNICIAN

The Canadian Association of Petroleum Producers (CAPP) is the voice of Canada's upstream oil and natural gas industry. CAPP's member companies and associate members are a solution-oriented partner to the world's needs for affordable, responsibly produced, safe and secure energy.

CAPP's member companies produce about 80 percent of Canada's oil and natural gas and contribute over \$100 billion to Canada's gross domestic product while supporting almost 525,000 jobs across the country. CAPP recognizes the importance of delivering reliable, affordable, responsibly produced energy with exemplary environmental, social and governance standards, including managing the risk of climate change.

CAPP's mission is to advocate for and enable economic competitiveness, with environmentally and socially responsible performance and is dedicated to advancing reconciliation with Indigenous peoples. CAPP is committed to ensuring Canada is positioned to help meet global climate commitments as the supplier of choice in a world that demands a lower carbon energy future. CAPP's work is carried out through a variety of specialized policy and technical groups supported by CAPP staff, CAPP members and subject matter experts.

CAPP is seeking a Level 1 Help Desk Technician. This is a full-time permanent position located in Calgary, Alberta and reports to the Manager, Information Systems and Services.

Position Summary

This role is primarily responsible for technical support to end-users across the organization. The Help Desk Technician will join a team of professionals within the Information Technology department ensuring timely resolution of issues and escalating more complex issues to higher-level technicians as needed. The successful candidate will have a strong customer service focus and experience troubleshooting and resolving technical issues.

Responsibilities

- Provide exceptional customer service to end-users by phone, email, or in person
- Troubleshoot and resolve hardware, software, and network issues
- Install, configure, and maintain hardware and software for end-users
- Occasional assistance in CAPP meeting rooms, that are running Microsoft Teams Rooms
- Manage and prioritize service requests in the ticketing system
- Escalate more complex issues to higher-level technicians
- Document and update knowledge base articles and procedures

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- Participate in team meetings and contribute to ongoing process improvement initiatives
- Perform other related duties as assigned

Qualifications and Experience

- High school diploma or equivalent, associate degree or technical certification preferred
- A minimum of two years' work experience in a technical support or helpdesk role
- Strong knowledge of Windows operating systems and Microsoft Office Suite
- Experience troubleshooting hardware, software, and network issues
- Knowledge of and experience with a ticketing system is a plus
- Must be eligible to work in Canada legally.

Personal Skills and Qualities

- Excellent customer service skills and a passion for helping others
- Team player who maintains a positive work environment and enjoys working independently, quickly and under pressure
- Ability to multitask and manage multiple priorities in a fast-paced environment
- Strong problem-solving and analytical skills
- Excellent verbal and written communication skills
- Personable, persistent, confident and passionate about helping others in all levels of the organization
- Detail focused and a self-starter

Other Considerations

- Office-based work environment
- Occasional travel to satellite offices
- Occasional on-call and weekend work may be required
- May be required to lift and move equipment up to 50 pounds

To Apply

Please send your cover letter and resume in confidence to jobs@capp.ca by March 13, 2023 with "Level 1 Help Desk Technician" in the subject line. We thank all who apply; however, only candidates selected for an interview will be contacted.