

## Help Desk Analyst – Montreal

Type of position: Term Contract 1 to 2 years  
Remuneration: Based on experience

JOB TITLE: Help Desk Analyst  
LOCATION: Montreal

### **Support to Helpdesk**

IT helpdesk support; opening trouble tickets; assigning tickets; serving a first line support; troubleshooting connectivity and Application issues over the phone support and installation, trouble shooting, using Remote assistance and printer configuration, and support VPN connectivity for users.

### **Desktop Support**

Installation; configuration; deployment of new desktops and laptops; including operating system and clients standard Applications list; using imaging software; supporting and troubleshooting software and hardware issues; connectivity and applications issues including Baan locks; troubleshooting user operating system and application function in an Active Directory environment; maintaining current desktops and laptops function and performance. Support users technical IT issues in manufacturer production line environment; responding to user calls prioritizing tickets to maintain production continuity.

### **Administration: Server Backups and Scheduling**

Maintaining; creating, and scheduling backup jobs daily, weekly, monthly, yearly; using Archserve backup solution, Fix backup jobs, ensure storage availability, Retrieve tapes to store offsite at SecureIT  
Adding; Deleting and Editing user accounts in an active Directory domain environment. Maintaining user access permission and folder security

### **Qualifications:**

- Bachelor in computer engineering or an equivalent Diploma with minimum of 3 years of experience.
- Microsoft Certification: MCSE/MCSA/MCP, with knowledge of Windows XP; Windows 7 from the client side, and Windows Server 2000/2003/2008 from the server side. Knowledge in UNIX is plus
- Deep knowledge in Microsoft Exchange server 2003, Active Directory, Microsoft SQL 2000/2005
- Knowledge in ForeFront Firewall and Antivirus and ability to build support and protect servers and workstations from viruses and spam
- Candidate must have experience working as LAN administrator supporting and maintaining Windows 2000/2003 environment with Active Directory.
- Strong knowledge of TCP/IP, DNS, WINS, SMS, SMTP, DHCP, FTP...etc
- French and English, Verbal & written communication skills
- Strong troubleshooting skills.
- Flexibility to work after hours to support users calls, apply patches, test and monitor the server's environment
- Availability to maintain Windows servers and main applications

Send your resume to: [sam@rtitechnologies.ca](mailto:sam@rtitechnologies.ca)

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