

JUNIOR SUPPORT ANALYST

Eagle's Flight is seeking a highly self-motivated, customer focused IT individual to join our Business Information Systems department. This role will be the primary contact for the Business Information Systems Help Desk.

You will be responsible for receiving, managing, and resolving any Eagle's Flight employee's technical issues.

It is vitally important that the individual strives to provide a high quality customer-focused interaction that effectively and efficiently resolves the submitted tickets.

Although primarily a remote-working role utilizing an internal Help Desk ticket software system, there is also an occasional on-site support component, as well as physical asset management at our warehouse.

Reporting to the Support Analyst Supervisor, this position is a perfect entry level career in the Eagle's Flight organization and a career in the IT field.

This is a full-time position.

Sound like you? If so, find more details on the following page.



In This Role You Will:

- Be the first point of contact for support requests to Eagle's Flight internal help desk (Tier 1 - 2)
- Triage incoming support requests and maintain the support ticket queue
- Provide first-level support to Eagle's Flight users globally (Canada, United States, Brazil, UK, Singapore, Philippines and Australia)
 - includes Windows and Mac hardware and software, mobile devices, and related technology
- Escalate tier-3 support requests to senior support analysts
- Deploy hardware and software to users
- Perform routine operations tasks such as maintenance, log reviews or backup management
- Maintain documentation of Eagle's Flight environment and procedures
- Identify and report potential security incidents
- Provide after-hours support on an on-call rotation for urgent requests

You Must:

- Be customer-focused
- Collaborate effectively with team members
- Possess strong communication skills
- Be prepared to learn and grow as the role develops
- Be comfortable in a Microsoft-based environment
- Be committed to best practice and continual improvement

Knowledge Requirements:

- Experience supporting technology in a business environment
- Proficiency with the following is an asset:
 - Windows 11, Windows 10 and Windows Server
 - Microsoft 365 (previously Office 365, including desktop and on-line applications and services)
 - Microsoft Azure (Azure Active Directory, Privileged Identity Management, Compliance and Security, IaaS, etc.)
 - A general understanding of IT security best practices

Additional Desired Assets:

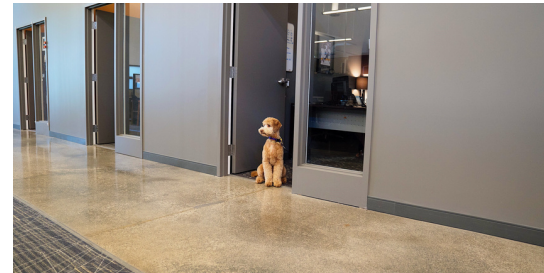
- Experience supporting
 - Android and iOS
 - MacOS
 - Microsoft Dynamics 365
- Experience providing light training to end users
- Familiarity with ISO 27001 Standard
- Fluency in Portuguese is not required, but would be considered an asset
- Able to easily travel around Guelph and area

About the Team You'll Be Joining

Exceptional Service · Absolute Quality · Genuine Friendliness · Leadership Excellence · Ethical Profit

Our team is renowned for the ownership they take in the quality of their work and delivering incredible outcomes together. As a result, we are a close knit family that is energetic, and collectively owns creating a positive environment. We do this through our strong commitment to our values.

Eagle's Flight employees who demonstrate high performance and commitment will have the opportunity for career development and advancement within sales.



If this sounds like you, we'd love to hear from you!

To apply, please send the following:

1. Cover letter
2. Résumé

Applications can be sent to comesoarwithus@eaglesflight.com. Please include **Junior Support Analyst** in your subject line.

We thank all applicants for their interest; however, only those selected for further consideration will be contacted. If you are a person with a disability and require accommodation to successfully apply, please email us to make your accommodation request.