



HELP DESK TECHNICIAN Permanent Full-time

Channel Zero Inc. (CHZ) is looking for a competent Help Desk Technician to provide fast and useful technical assistance on computer systems. You will answer queries on basic technical issues and offer advice to solve them.

An excellent Help Desk Technician must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. The ideal candidate must be customer-oriented and able to effectively deal with difficult customers in order to create value that will help preserve the company's reputation and business.

Essential Position Duties and Responsibilities

- Serve as the first point of contact for staff seeking technical assistance over the phone or email
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by staff
- Walk the staff member through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Record events and problems and their resolution in logs
- Follow-up and update customer status and information
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Identify and suggest possible improvements on procedures
- Perform other related duties as assigned

The ideal candidate will possess:

- Proven experience as a help desk technician or other customer support role
- Tech savvy with working knowledge of G Suite, databases and remote control
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and resolve basic technical issues
- Proficiency in English
- Excellent communication skills
- Customer-oriented and even-tempered

Quoting ref# **HDT-2023-05**, please send **résumé and covering letter with salary expectations to: careers@chz.com**

Channel Zero Inc. is a member of the Channel Zero group of companies and along with its subsidiaries, affiliates, and related companies is dedicated to diversity in its workforce. We are committed to attracting, developing and retaining qualified individuals from typically underrepresented groups; candidates may elect to self identify as a member of a designated group. We want to reflect the diversity of the many communities that we serve, and thus provide a safe and equitable opportunity for all. Please note that all qualified candidates are encouraged to apply but applications from Canadians and permanent residents will be given priority. We thank all applicants for their interest; however, only selected candidates will be contacted. No



PO Box 6143, Station A
Toronto, ON M5W 1P6
T: 416.492.1595
F: 416.492.9539



telephone calls or agencies please. **If you require accommodations at this or any stage of the recruitment process, please inform us as soon as possible by sending an email to careers@chz.com**

About Channel Zero Inc.

Channel Zero is an independent Canadian media company that owns over-the-air channel CHCH-TV and specialty channels Rewind & Silver Screen Classics. Channel Zero's digital sales agency Junction Digital offers advertisers marketing solutions on our owned and operated websites and social media platforms and beyond, via our trading desk. The film division of Channel Zero features Ouat Media, an Academy Award® winning film sales and distribution company, and Channel Zero Studios, a creative production arm that brings scripted and unscripted projects to life with innovative partnerships. Channel Zero's head office is located in Toronto. For more information, please visit chz.com.



PO Box 6143, Station A
Toronto, ON M5W 1P6
T: 416.492.1595
F: 416.492.9539