

Position Title: PC Support Technician
Position Type: Permanent Full Time
Reports to: IT Manager
Salary: Commensurate with experience and education
Location: Lower Mainland, British Columbia

Digitally Hip is a growing company whose primary emphasis is on excellent service in every respect, from knowledgeable staff to courteous communication and quick response.

PC Support Technicians provide remote or on-site support as needed to their assigned clients, looking after their PC and LAN/WAN systems. Support Technicians maintain their own schedules and customer relationships under the supervision and with the support and encouragement of senior staff. Digitally Hip's structure provides a courteous, flexible and enjoyable work environment.

Required Experience/Education

- Excellent customer service, communication and interpersonal skills
- Excellent time management skills and ability to work under pressure
- Minimum 3 years' experience as a PC technician or server administrator
- Certifications preferred: A+, MCP, MCSA or MCSE
- Demonstrated expertise in:
 - all versions of Windows operating systems
 - Microsoft Office applications
 - Unix, Linux & OSX
 - LANs, VPNs & AD
 - installing and maintaining local area network hardware and software, including servers, peripherals, switches, routers, terminals and cabling
 - diagnosing and troubleshooting computer issues such as backups, viruses etc.
- Valid driver's licence (and a car!)

If you're intelligent, articulate, responsible and interested in this job, please send the usual gumpf (cover letter and one page resumé in pdf format) to careers@digitallyhip.com—and don't be afraid to try to make us laugh. Also: bonus points for telling us about the last book you read or and the last non-tech thing that you learned.



digitallyhipcorporation

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