User Support Technician

Posted by Jetview Eletronics Ltd.

Posting Date : 27-Mar-2025

Closing Date : 23-Sep-2025

Location : Richmond

Salary : $34.65 Per Hour

Job Requirements

- **Education**: Completion of 2-year college diploma or university education in computer science, computer programming, computer information system administration, network administration, or a related field
- **Language**: English
- **Years of Experience**: 2 years
- **Vacancy**: 1
- **Job Type**: Full Time
- **Job ID**: DISJ4529392

Job Description:

Jetview Electronics Ltd.

User Support Technician (NOC: 22221)

Number of Positions Available: 1

Term of Employment: Permanent Position, 40 hours per week – Overtime Available

Business Address: 388-13988 Cambie Rd., Richmond, BC, V6V 2K4

Location of Work: 388-13988 Cambie Rd., Richmond, BC, V6V 2K4

Wage: $34.65 per Hour

Language Requirement: English

Benefits

- **4% vacation paid**
- **5 days of sick leave**

Responsibilities

- Interact with clients to identify and document technical issues related to security surveillance systems and cameras.
- Refer to product manuals, user documentation, and technical resources to investigate and apply solutions to reported issues.
- Simulate and troubleshoot technical issues experienced by users to diagnose root causes and implement effective resolutions.
- Deliver guidance and training to clients on using surveillance systems and software to address technical challenges.
- Assist users with business system integration, network connectivity, and internet-related issues to ensure uninterrupted functionality of security equipment.
- Maintain a comprehensive log of technical issues and resolutions, enabling reference and support for team members.
- Contribute to the enhancement and optimization of applications or HikCentral software used in conjunction with surveillance systems.
- Oversee and mentor junior technical support staff within the department.
- Perform other duties as assigned.

Qualifications

- Applicants must be fluent in English. Proficiency in French is a strong asset.
- Completion of 2-year college diploma or university education in computer science, computer programming, computer information system administration, network administration, or a related field
- Strong troubleshooting and problem-solving skills
- At least 2 years of related experience in computer information system and network management
- Experience with LAN/WAN systems, and CCTV software is considered an asset

Email Resume and Cover Letter to Jetview.jobs@gmail.com

To apply for this job vacancy, please send your resume along with a cover letter and a refrence letter from your previous employer to the following email: jetview.jobs@gmail.com

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