

User Support Technician (NOC 22221)

0976736 BC LTD / DBA SURREY MITSUBISHI

Job ID

40468

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LOCATION	DATE POSTED	EXPIRY DATE	
13820 104 Ave, Surrey, BC V3T 1W9 Canada, Surrey, BC British Columbia	29-06-2026	26-12-2026	
TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD \$39 per hour; 35 hours per week	2 years to less than 3 years	College/CEGEP

Job Details

COMPANY PROFILE

0976736 BC LTD., doing business as Surrey Mitsubishi, is an automotive dealership located in Surrey, British Columbia. Since beginning operations in 2015, the company has provided vehicle sales, financing, and aftersales services to customers across Metro Vancouver. The dealership currently employs approximately 41 employees.

Surrey Mitsubishi relies on dealership management software, customer relationship management systems, vehicle inventory platforms, point-of-sale and payment processing systems, and a range of networked workstations and devices to support its sales, finance, service, and administrative operations. The reliable performance of these systems is essential to the dealership's daily operations and customer experience.

We are seeking a User Support Technician to provide day-to-day technical support to dealership staff, maintain the reliable operation of our business systems, and contribute to improvements in how technology supports our team and customers.

HOW TO APPLY

Please send your resume by email to: surreymitsubishihr@outlook.com

We only accept applications by email. Only qualified candidates will be contacted for an interview.

Job Description

KEY RESPONSIBILITIES

- Communicate with dealership staff in person and through available support channels to identify, document, and prioritize technical issues affecting sales, finance, service, and administrative operations.
- Consult technical documentation, vendor user guides, and knowledge base resources to research and implement solutions to hardware, software, and system issues.
- Reproduce, diagnose, and resolve technical problems encountered by dealership staff, including issues with workstations, business applications, network connectivity, and dealership-specific systems.
- Provide guidance and training to dealership staff on the effective use of dealership management software, customer relationship management systems, vehicle inventory platforms, and other business applications.
- Provide support for business systems, network connectivity, and internet access to ensure reliable day-to-day operations

across all dealership departments.

- Collect, organize, and maintain a log of support requests, identified problems, solutions, equipment records, and system changes for reference and reporting purposes.
- Coordinate with software vendors, Mitsubishi technical support, internet service providers, and other third-party service providers to resolve issues that require external expertise.
- Identify recurring technical issues and recommend practical improvements to system integration, employee workflows, and technology reliability to enhance operational efficiency and staff experience.
- Assist with routine system maintenance, software updates, data backups, user account management, access controls, and the protection of dealership and customer information.

JOB REQUIREMENTS

- A college diploma or bachelor's degree in Computer Science, Information Technology, Network Administration, or a related field is required.
- A minimum 2 years of experience in IT support, user support, technical support, or a related role in a multi-user business environment is required.
- Experience providing IT support in a fast-paced, customer-facing retail or service environment is required.
- Experience managing user accounts, permissions, and access controls in a networked business environment is required.
- Experience coordinating with software vendors, external technical support teams, or third-party service providers to resolve system issues is required.
- Demonstrated ability to independently diagnose and resolve hardware, software, and network connectivity issues in a business environment is required.
- Strong communication skills with the ability to explain technical solutions clearly to non-technical users, and strong documentation habits for maintaining accurate support records, are required.
- Experience supporting users on dealership management systems, customer relationship management platforms, or other industry-specific business software is an asset. Candidates with demonstrated ability to learn and support specialized business applications will be considered.
- Experience supporting point-of-sale systems, payment processing terminals, or financial transaction systems in a retail or dealership environment is an asset.
- Ability to identify opportunities to improve system integration, employee workflows, and overall technology efficiency, and to communicate practical recommendations to management, is an asset.