

User Support Technician

Ammolite Technology

Job ID
40992

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LOCATION	DATE POSTED	EXPIRY DATE	
38 Victoria Crescent, Nanaimo, BC, V9R 5B8, Nanaimo, BC British Columbia	29-08-2026	25-02-2027	
TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 38.50	Experience an asset	Other trades certificate or diploma

Job Details

Job Details

- Position Type: Permanent, Full-time
- Start Date: As soon as possible
- Salary: \$36.60 per hour
- Hours: 40 hours per week
- Vacancies: 1
- Work Location:
 - o 38 VICTORIA CRESCENT NANAIMO BC V9R 5B8

Languages Required

- English (fluent)

Education & Experience

- Other trades certificate or diploma or equivalent experience
- Experience Required: 1 year to less than 2 years in a similar support/IT role

Work Setting

- Help Desk / IT Support

Key Responsibilities

- Provide first-line support to users experiencing hardware or software issues.
- Grant and manage user access to computer network and systems.
- Offer technical advice and training to users.
- Set up and configure workstations, operating systems, and required software.
- Ensure proper installation of cables and networking hardware.
- Deliver outstanding customer service and technical support.

Supervision

- No supervision responsibility

Experience and specialization

Computer and technology knowledge

- iOS
- Networking software
- Networking hardware
- Networking security
- Servers
- Desktop applications
- Communication software
- Mac OS
- MS Active Directory

Additional information

Security and safety

- Basic security clearance

Transportation/travel information

- Own transportation
- Own vehicle

Work conditions and physical capabilities

- Fast-paced environment
- Attention to detail
- Sitting
- Combination of sitting, standing, walking

Own tools/equipment

- Internet access
- Cellular phone

Personal suitability

- Client focus
- Efficient interpersonal skills
- Excellent written communication
- Organized
- Team player
- Ability to multitask
- Time management
- Honesty

Benefits

Health benefits

- Dental plan
- Health care plan

- Paramedical services coverage
- Vision care benefits

Why Join Ammolite Technology?

At Ammolite Technology, we're passionate about delivering tech solutions that make a difference. As part of our team, you'll be part of a supportive environment with comprehensive health benefits — all while contributing to meaningful tech innovation.

How to Apply

Please submit your resume directly to Ammolite Technology at careers@ammolitetech.com.

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