

## TechJutsu Help Desk Analyst

### Contract to Hire

#### Who is TechJutsu

TechJutsu is a boutique company of accomplished tech specialists offering complete Identity & Access Management (IAM) solutions. From assessment and solution design, to providing training for the users within the systems, to maintaining IAM solutions, TechJutsu aims to be the IAM Partner of choice. In addition to providing IAM solutions, TechJutsu owns *Caller Verify* a SaaS product designed to eliminate the need for security questions and increase call center efficiency.

Working for a small business like TechJutsu allows you to learn a variety of skills organizations look for. You will work closely with the leadership team, giving you experience in everything from technical concepts to identifying market trends.

#### Job Description

Reporting to the Founder & CEO, the Help Desk Analyst is an integral role within our team to support clients on technical engagements. The individual in this position is responsible for being the first point of contact for client support needs, providing day to day support and administration to our clients, while ensuring all customers receive a high and consistent level of customer service.

You will support the Help Desk by:

- Providing prompt, accurate, and professional assistance to customers via phone and email
- Providing first-level investigation and establishing a course of action to correct issues
- Recording, tracking, and documenting the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution
- Escalating issues to the appropriately technician when required
- Participating in the creation and ongoing maintenance of a knowledge base on technical issues
- QA testing for feature deployment and upgrades
- Performing post-resolution follow-ups to help requests
- Updating users how-to and FAQ documents

#### Qualifications

- A solid understanding of computer troubleshooting procedures
- Strong experience with Microsoft 365 products
- Demonstrated customer service experience
- Highly motivated team player with excellent communication skills, including ability to clearly articulate technical issues and activities to technical and non-technical staff
- Strong time management and organizational skills to prioritize and focus on delivering high quality results

## Why TechJutsu

TechJutsu is an IT security services start-up company with a highly entrepreneurial culture and opportunity for growth. If you show an aptitude and drive, there is an opportunity to develop the role in a direction that both adds value to the company and develops your professional skill set.

TechJutsu offers a flexible, 100% work-from-home environment, allowing you to focus on the “life” part of work-life balance. Our team collaborates daily, on everything from blog posts to the implementation of Identity and Access Management (IAM) solutions to this very job description, building each other up and helping every team member put their best work forward!

We are committed to a diverse culture; we believe in the power of diversity, and we’re dedicated to creating a diverse, equitable and inclusive environment at TechJutsu. We ensure equal opportunity for all applicants and encourage people of all visible minorities, including Indigenous applicants, and those of any religion, sex, age, ability, sexual orientation, gender identity or expression to apply.

While we sincerely appreciate every application received, only those candidates selected for an interview will be contacted.