



Desktop Support Technician, IS+T (1 student)

Location:

Teck Resources
550 Burrard Street, Suite 3300
Vancouver, BC

Please direct applications to Ms. Selena McLeod - e-mail: selena.mcleod@teck.com

Job Description

The ideal candidate for the Desktop Support Technician Student position should be interested in pursuing a career in the day-to-day delivery of IT support services both on-site and remotely. Through this placement, the successful applicant will develop an understanding of work in a professional environment, and will gain exposure to Teck's Tier1 and Tier2 support strategies for computer hardware and software. Students will also liaison with various stakeholders within the Teck Resources business divisions.

Reporting to the Team Lead End User Computing, the student will work alongside current IT support staff and have opportunities to support real staff at our Vancouver Head Office.

Responsibilities may include:

- Shadow team members and attend some meetings
- Provide friendly, courteous support to staff via phone, email, or in person
- Provide desk side assistance when appropriate
- Assist users with Video Conference meetings when necessary
- Assist team members with special projects as requested
- Maintain technical notes of issues through Teck's ticketing system
- Must adhere to safety best practices at all times

Qualifications:

- Attention to detail and ability to work independently
- Organized, quick learner, and punctual
- Professional attitude, a personality suitable to a corporate environment
- Interest in learning about the various aspects of IT services and support
- Preference will be given to those students considering course work in IT
- Comfort and competence within Microsoft Windows 7/8/10 and Office 2010, 2013 and 2016 environments
- Ability to condense detailed information into more focused summaries
- Willingness to learn a combination of technical and customer service skills



We wish to thank all applicants for their interest and effort in applying for the position; however, only candidates selected for interviews will be contacted.

Your application to this posting is deemed to be your consent to the collection, use and necessary disclosure of personal information for the purposes of recruitment. Teck respects the privacy of all applicants and the confidentiality of personal information.

Teck is a diversified resource company committed to responsible mining and mineral development with major business units focused on copper, steelmaking coal, zinc and energy. Headquartered in Vancouver, Canada, its shares are listed on the Toronto Stock Exchange under the symbols TCK.A and TCK.B and the New York Stock Exchange under the symbol TCK. Teck has been named to the Dow Jones Sustainability World Index (DJSI) for the sixth straight year, indicating that Teck's sustainability practices rank in the top 10 per cent of the world's 2,500 largest public companies.

At Teck, we value diversity. Our teams work collaboratively and respect each person's unique perspective and contribution.

Further information about Teck can be found at www.teck.com.