JUNIOR DESKTOP SUPPORT TECHNICIAN

Collicutt Energy Services is a solutions-driven engine company specializing in manufacturing, repair, overhaul, and maintenance across industrial engine and power generation applications. We value teamwork, accountability, and finding better ways to support our people and operations.

We are seeking a **Junior Desktop Support Technician** to join our Red Deer IT team. This is an excellent opportunity for someone starting their IT career who enjoys troubleshooting technology, helping people, and developing their technical skills.

We're looking for someone who is just as good with people as they are with computers. You'll be a friendly, approachable first point of contact for employees needing technical assistance across our Canadian and US operations. The ideal candidate is patient, dependable, eager to learn, and takes pride in resolving problems while providing excellent internal customer service.

This is a hands-on desktop support role suited to someone who enjoys day-to-day technical support and is interested in growing their skills and building a long-term career with Collicutt.

What You'll Be Doing

- Provide friendly, professional first-level IT support to employees, both onsite and remotely.
- Troubleshoot Windows computers, laptops, printers, mobile devices, and common software issues.
- Support Microsoft 365 applications, including Outlook, Teams, OneDrive, and Excel.
- Assist with user accounts, password resets, MFA, and employee onboarding/offboarding.
- Prepare, configure, deploy, and maintain computers and related equipment.
- Troubleshoot basic network connectivity and business application issues.
- Document support requests, resolutions, equipment assignments, and IT procedures.
- Escalate complex technical issues and assist with IT projects, upgrades, and equipment deployments.

What You Bring

Required:

- Certificate or Diploma in IT, Computer Systems, or a related field, **or equivalent practical experience**.
- **0–2 years of experience** in IT support, desktop support, computer troubleshooting, or a related technical environment.
- Basic knowledge of Windows 10/11, Microsoft 365, computer hardware, and troubleshooting.
- Understanding of basic networking concepts, including Wi-Fi, IP addressing, DNS, and DHCP.
- **Excellent customer service and interpersonal skills** with a friendly, patient, and approachable attitude.
- Ability to explain technical issues clearly to employees with varying levels of computer knowledge.
- Strong organization, initiative, problem-solving skills, and willingness to learn.
- Valid driver's licence with an acceptable driving record.

Preferred:

- Experience providing technical support to end users.
- Familiarity with Microsoft Intune, Entra ID, Active Directory, or remote support tools.

- CompTIA A+, Network+, or Microsoft certifications.
- Experience supporting ERP or business applications, including SAP Business One.

What's in it for you?

- Competitive compensation
- Comprehensive group benefits
- RRSP matching
- Stable, year-round employment
- Hands-on technical training and mentorship
- Opportunity to develop practical IT skills across a diverse business environment
- Supportive, collaborative team culture

How to Apply

Submit your resume to **hr@collicutt.com** with **Junior Desktop Support Technician** in the subject line.