



## Employment Opportunity

### Junior IT Technician

**Competition#:** 4N21-024  
**Wage:** \$20.00 (or commensurate with experience)  
**Hours of Work:** Permanent Full-time (35 to 40 hours per week)  
**Location:** Whitehorse, Yukon  
**Closing Date:** Thursday, May 13, 2021 1700 (5pm PST)

Air North, Yukon's Airline has always taken pride in providing the most authentic Yukon hospitality experience to all its customers. In 2020 Air North, Yukon's Airline was named the best airline in Canada on Trip Advisor. This is a testament to the dedication and hard work of Air North's employees and the loyalty of their customers.

Behind the scenes is a hard-working technology based team that supports our Air North and Chieftain employees via telephone, email, desk-side and when needed, remote support. Reporting to the IT Network Manager, the Junior Information Technology Technician is responsible for supporting end-users of the hardware and software of Air North, Yukon's Airline and Chieftain Energy.

#### Duties and Responsibilities include:

- Monitor and respond to IT emails and phone lines
- Troubleshoot and remedy tech hardware and software problems in a timely manner
- Upgrade, set up, and repair hardware and software as requested
- Identify and communicate technical problems, processes and solutions
- Identify viable projects, have entered into ticketing system, and assign priority
- Run updates and clean viruses to ensure operating systems and applications are running efficiently

#### Qualifications/Conditions of Employment:

- Grade 12 High School Diploma or equivalent
- Extensive troubleshooting experience over a broad range of devices such as PC and Apple hardware, phones, printers and Microsoft Office Platforms including in house software
- Excellent understanding of HTML, CSS, Linux/Unix, Coldfusion, MySQL and SQL Server is an asset
- Knowledge of phone and data cabling is an asset
- Able to work efficiently in a fast-paced environment, under demanding time constraints
- Must be able to obtain and retain a Transport Canada Airport Restricted Area Identification Card (RAIC)
- Must be a Canadian citizen, Permanent Resident or show proof of right to work in Canada

#### How to Apply:

Quoting competition #4N21-022, please submit your resume and cover letter to the Human Resources Department:

**Email:** [careers@flyairnorth.com](mailto:careers@flyairnorth.com)  
**In Person:** Air North Office, 150 Condor Road, Whitehorse, Yukon

*We wish to express our appreciation to all applicants for their interest in this position. Due to the substantial volume of applications we receive, only candidates selected for an interview will be contacted. Applicants must clearly indicate that they meet the minimum qualifications to be considered for a position.*

*Air North, Yukon's Airline is committed to employment equity, and has been serving Yukoners for over 40 years. We offer competitive wages, an attractive benefits package including great travel perks, and an enriching work environment for our 350+ employees.*

[flyairnorth.com](http://flyairnorth.com)

150 Condor Road  
Whitehorse, Yukon  
Y1A 0M7  
Canada

USA/CANADA  
1.800.661.0407

PHONE  
867.668.2228