



## technical support analyst

**Posted by:** Bernstein Diet Clinic

**Posting date:** 10-May-2025      **Closing date:** 06-Nov-2025

**Education:** College/CEGEP

**Language:** english

**Job location:** North York

**Salary:** \$37.20 Per Hour

**Years of Experience:** 1 year

**Vacancy:** 1

**Job Type:** Full Time

**Job id:** CAJ2649743

### Job description:

Communicate electronically and in person with computer users experiencing difficulties to determine and document problems experienced.

? Consult user guides, technical manuals and other documents to research and implement solutions.

? Provide business systems, network and Internet support to users in response to identified difficulties.

? Identifying needs, recording them, and evaluating technical and physical security threats to hardware, software, and data.

? Applying encryption techniques and keep track of keys to guarantee data security both in transit and at rest.

? Applying and managing encryption techniques of keys to guarantee data security both in

transit and at rest.

? Monitoring credentials and access rights to data and systems.

? Installing and testing security software/applications. Similar to an anti-virus, automated threat detection, prevent systems.

? Monitoring for intrusions, cyberattacks, or unauthorized activity.

? Protecting information, data, and systems, develop and implement security measures in response to cybersecurity events and incidents in line with an organization's incident management.

? Creating and executing models, standards, and policies for IT Operations, data, and systems administration.

? Investigating and recording data needs, data administration and collecting guidelines, data access guidelines, and data security.

? Establishing guidelines and protocols for data backup and recovery, as well as for network and Internet database access.

? Examining and advising other information technology systems professionals on data collection, availability, security, and suitability.

? Creating scripts related to triggers and stored procedures.

? Communicating remotely and in person with computer users.

? Consulting user guides, technical manuals and other documents to research and implement solutions.

? Reproducing, diagnosing and resolving technical problems encountered by users.

? Providing advice and training to users in response to identified difficulties.

? Collecting, organizing and maintaining a problems and solutions log for use by other technical support analysts.

? Participating in the redesign of applications and other software.

? Supervising other technical support workers in this group.

**To apply for this job vacancy, please send your resume along with a cover letter and a reference letter from your previous employer to the following email: [crownimmigration18@gmail.com](mailto:crownimmigration18@gmail.com)**

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