



**HELPDESK ANALYST**  
**Dartmouth, NS**

**Parts for Trucks** is a leading distributor of heavy-duty truck and trailer parts in Eastern Canada, operating 16 sales/warehouse outlets and 5 service centres throughout the region. We supply parts, truck-mounted equipment and repair service to customers across all areas of the trucking industry. We have a full-time position for a **Helpdesk Analyst**.

We are looking for someone to join our team who is motivated to learn and grow their support skills. Reporting to the IT Manager, our Helpdesk Analysts are responsible for supporting and maintaining computers, software, networks and phone systems. This is a great opportunity to work with a broad range of technologies.

**Responsibilities:**

- Provide front line support for computer and phone issues
- Monitor our IT Support Desk software, prioritize and triage support tickets.
- Provide clear and timely follow up on support call status
- Install and upgrade computers, IP phones, printers and desktop software.
- Support our staff with using Office 365, Cisco Jabber, Microsoft Teams and other Cloud services.
- Troubleshoot networking, VPNs and remote connectivity.
- Support for iPhone/iPad, Android, and Audio/Visual devices.

**Qualifications:**

- 2 or more years' experience working in an IT support role.
- Strong written and verbal communication skills.
- Desire to learn new technology and develop your support skills.

**Parts for Trucks** offers a competitive compensation package, including group benefits and a retirement savings plan. If you have the required experience and are interested in an opportunity to grow within our company, we would like to hear from you. Apply in writing with a resume and covering letter to:

**Parts for Trucks**

Karen Larter, Human Resource Generalist  
15 MacDonald Ave  
Dartmouth, NS B3B 1C6  
[hr@partsfortrucks.com](mailto:hr@partsfortrucks.com)

Visit our website at [www.partsfortrucks.com](http://www.partsfortrucks.com). We thank all applicants for their interest. Only those selected for interview will be contacted. Parts for Trucks is an equal opportunity employer. We value a diverse and inclusive workplace and are committed to equitable hiring practices.