Desktop Support Technician

We're passionate about play. We believe that bringing play to communities makes the planet more livable and socially just. With thousands of installations across the world, we're excited to be a part of the movement toward a healthier, happier, global community by offering innovative aquatic play solutions designed for developing minds, thrill seekers, budding explorers, and the young at heart.

Our work culture is important to us and we believe that with a team of individuals that demonstrate an ICARE attitude we can achieve amazing things. From tacking a weld to putting the final touches on a piece of ad copy, we believe that every task we undertake is important and should be completed with an INNOVATIVE approach, a solid COMMITMENT, and an ATTITUDE that anything is possible, along with mutual RESPECT, and a level of EQUALITY that invites collaboration.

We're always looking for exceptional people to join the Waterplay Group of Companies. If you like working in a fast-paced, dynamic environment, have a passion for play, then we'd love to hear from you!

Position Overview:

For you, a career in IT is a career where you can be of service and impact lives. You're a true hero, to those who find technology intimidating and struggle with hardware and software experiences that aren't always as "intuitive" as they're supposed to be.

You were born to help and have the patience and demeanor to deliver outstanding customer service, in person, over the phone, via chat, or by email.

This is a new role for our growing organization. You'll be joining an IT group (we call it MIS, or Management Information Systems) where your leader cares as much about your career growth and development as you do.

Typical days for you will be spent installing, troubleshooting, researching and documenting. And then calmly switching gears to answer a colleague's frantic SOS, because five minutes from delivering the biggest sales presentation of their career, something's gone wrong.

There are opportunities for special projects and assuming responsibility for asset management, data integrity of our Help Desk System. We welcome professional opinions

and knowledge on the latest and greatest IT developments to enhance efficiency of our businesses.

Along with your "anything is possible" mindset, you have a good knowledge of Microsoft applications (from Office 365 to SQL server), you're great with computer hardware, know the nuances of Mac vs PC (but don't play favorites), enjoy web and software development and are comfortable in delivering training to end-users across the spectrum of technical proficiency.

Please send your resume with a cover letter, no later than November 30, 2020, to careers@waterplay.com with "Desktop Support Technician" in the subject line or via mail to:

Attention: Careers
Waterplay Solutions Corp.
805 Crowley Ave
Kelowna, BC Canada
V1Y 7G6

We appreciate the time and effort from everyone who applies, and will directly contact those applicants we are keen to interview.