

JOIN OUR TEAM: JUNIOR LEVEL TECHNICAL SUPPORT ASSISTANT



Location - Thunder Bay
Status - Part Time, Contract
Start Date - TBD
Application Deadline -TBD
Compensation - 20.96/hr
Competition # - 2025-016

North Star Air is a growing aviation company committed to delivering innovative solutions. We're offering a temporary entry-level role for a motivated individual eager to launch their career in technical support. No prior experience? No problem—we provide training and mentorship to help you succeed! As a Junior Technical Support Assistant, you'll work alongside our technical team to troubleshoot basic issues, maintain systems, and ensure smooth operations. This role is perfect for recent graduates, career changers, or anyone passionate about technology and looking to gain hands-on experience.

➤ Key Responsibilities:

Technical Support:

- Assist with troubleshooting hardware, software, and network issues.
- Support equipment setup, maintenance, and basic repairs.
- Respond to user inquiries via email, phone, or in-person.

Documentation:

- Log technical issues and resolutions in our ticketing system.
- Update user guides and maintain records of equipment inventory.

Team Collaboration:

- Shadow senior technicians to learn advanced troubleshooting techniques.
- Provide administrative support, such as organizing tools or scheduling maintenance.

Safety & Compliance:

- Follow company safety protocols and data security guidelines.
- Keep workspaces clean and organized.

What We're Looking For :

Education:

- High school diploma or equivalent (required).
- Pursuing or holding a degree/certificate in [IT, Computer Science, Electronics, or related field] (a plus).

Skills:

- Basic computer literacy (Windows/MacOS, Microsoft Office, email).
- Strong problem-solving skills and attention to detail.
- Ability to communicate clearly and empathetically with non-technical users.

Mindset:

- Eagerness to learn and adapt in a fast-paced environment.
- Reliable, punctual, and proactive attitude.

Working Conditions

- Overtime as required
- Weekend work may be required
- Occasional lifting of equipment (up to 50 lbs) and desk-based tasks.

Please send your cover letter and resume to employment@northstarair.ca

Ensure the email subject line is titled "Junior Level Technical Support Assistant" to distinguish from other emails.