



### **Information Technology Administrative Assistant**

**Company:** TCSI Consulting Ltd, established in 1998, Provides Information Technology support to small and medium size businesses in Terrace, Kitimat and Prince Rupert, British Columbia and surrounding areas. TCSI is a rapidly growing IT Service company that has a permanent, full-time opening for a customer service-focused Administrative Assistant with either IT experience or vendor systems in other industries. This role is being created to centralize daily tasks such as quoting, ordering, invoicing, vendor account management and more which are currently being undertaken by our technicians and managers. You would be working closely with the technical team and eventually become our in-house specialist with regards to the many rebates and deals our vendors have to offer as well as being a core driver of improvements to our systems, processes, and ways of working. We offer a working schedule and environment which accommodates remote work, and flexible hours though we are still looking for someone based in the region.

**Terrace:** One of the best kept secrets in all of BC, nestled in the Pacific Coastal mountain range, there are beautiful scenic views in every direction. There are plenty of opportunities for those interested in fishing, hiking, biking, skiing or snowboarding, we've got you covered. Terrace is situated near Kitimat and Prince Rupert, both of which offer the prospect of all things ocean related as well. For the outdoor enthusiast Terrace will not disappoint. If you're raising a family, come and enjoy a community that is very friendly and supportive, lots of activity and sport options available.

#### **Essential functions:**

- Interact with clients, vendors and visitors
- Answer telephones
- Search for, select, and quote on computers, parts, services, and accessories based on the direction of the technical team or the request of the client
- Prepare responses to correspondence containing routine inquiries
- Provide technical proposals for services and products
- Set up and coordinate services
- Track orders
- Support staff in assigned project-based work
- Prepare outgoing shipments
- Manage CRM contact list
- Maintain office calendar to coordinate workflow and meetings
- Sign for, log and distribute inventory
- File and retrieve organizational documents, records and reports
- Collect and maintain inventory of office equipment and supplies
- Assist with onboarding new staff specifically related to office workflows
- Other Administrative duties as assigned



**Qualification Requirements:**

- Excellent written, verbal, and nonverbal interpersonal and communication skills
- Must be a self-starter who is able to work with minimal supervision to complete time sensitive tasks
- Excellent customer service skills
- Technical understanding of computers, their components and a keen interest in learning more about them
- High proficiency with word processing, spreadsheets, web search, cloud applications, and the ability to learn advanced and specialized functions of such software applications or new applications as necessary
- Ability to independently advance skills as required to meet shifting job requirements in a dynamic and growing organizational environment.
- Maturity and safe work habits
- Ability to work overtime as required
- Some sales support experience is desirable, but not mandatory
- Ability to interact with others effectively within a diverse organization.

At TCSI we offer a comprehensive competitive benefits package including extended health and dental, life insurance, RRSP matching, paramedical and more. *We offer a flexible work schedule.*

Starting wage for the qualified applicant will be negotiable based on experience and qualifications with the prospect of advancement.

Following a review of the applications, a limited number of the most highly qualified applicants may be invited to proceed further in the selection process

How to Apply: Applications may be submitted by e-mail to:

[talent@tcsiconsulting.ca](mailto:talent@tcsiconsulting.ca)

Subject: Administrative Assistant