Job Title: IT Summer Student – Service Desk
Reporting to: Manager – IT Infrastructure Manager
Location: Calgary, Alberta

Job Summary - Baytex is seeking a student with a strong background in desktop support, Microsoft technologies, and general IT infrastructure. The successful candidate will work face-to-face with end-users across the company, providing essential IT support.

This role is ideal for someone who thrives in dynamic environments and wants to contribute to impactful projects. The candidate will work in Canada and collaborate with IT teams in the USA.

Key Responsibilities

- End User Support:
    - Provide on-site support for end-user devices, including desktops, laptops, printers, fax machines, phones, and mobile devices.
    - Address and resolve end-user issues promptly and efficiently.
    - Answer phone calls and assist users with their IT needs.
    - Support offices in Canada, USA, and field sites.
- Device Management:
    - Manage and maintain end-user hardware and software.
    - Ensure operating systems and applications are up to date.
    - Implement and manage software deployment processes.
- Hardware and OS Testing:
    - Test new hardware and operating system features.
    - Build and maintain images for end-user devices.
- Asset Inventory and Documentation:
    - Maintain accurate asset inventory records for all end-user devices.
    - Ensure thorough documentation of IT processes and support activities.
    - Continue with the standard guidance of hardware management and tracking company assets.
- General IT Support:
    - Assist with general IT support tasks as needed, ensuring a high level of customer service and satisfaction.
    - Collaborate with other IT team members to address and resolve technical issues.

Qualifications

- Experience in managing and maintaining end-user hardware and software.
- Familiarity with software deployment tools and processes.
- Experience with Microsoft products such as Windows Operating systems, M365, Active Directory, Azure, Entra ID, In-tune, Exchange, MS Teams, OneDrive and other Office suite products.

What We Offer

- Gain hands-on experience with a dynamic IT team in the energy sector.
- Receive mentorship from seasoned professionals.

Students can apply by forwarding your resume and unofficial transcript to resumes@baytexenergy.com. Closing Date: February 21, 2025