Ponts
JACQUES CARTIER +
CHAMPLAIN
Bridges
Canada

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JacquesCartierChamplain.ca

Technician, Information Technology (IT) Support
Information Resources Department
Unionized position, temporary mandate (November 6, 2026)
Full-time – 37.5 h/week
Salary range for 2025: $ 64 393.22 to $ 77 582.20.

The Jacques Cartier and Champlain Bridges Incorporated (JCCBI) is looking to expand its team to oversee the management, repair and maintenance of Québec's road-traffic and active-mobility infrastructure.

Our community

JCCBI is a cohesive team with a united voice that connects through cooperation and a culture of mutual support and innovation to achieve its goals. Choosing a career at JCCBI means joining a network of experts who innovate and uphold the sustainability of Québec's iconic infrastructure. The goal of JCCBI's team is also to create connections that join one side of the Island to the other, promote human and economic activity in Québec, and help JCCBI experts converge their talents.

The benefits of working at JCCBI

JCCBI is a Crown corporation that provides excellent benefits, a work-life balance, and professional development opportunities. JCCBI is committed to workplace equity, diversity and well-being and organizes social and community activities for its community. Here are just a few of these benefits:

- Flexible hours.
- Hybrid schedules: 3 days a week in the office and 2 days of remote work.
- Federal public service defined-benefit pension plan.
- 15 vacation days (after one year of service), 15 sick leave days, and 5 paid personal days.
- Comprehensive group insurance program.
- Reimbursement of sports activity fees.
- Continuing education program.
- Referral program.
- Partial reimbursement of monthly public transit pass or free parking.
- For electric vehicles, charging stations are available at preferential rates.
- Longueuil's offices near the Longueuil–Université-de-Sherbrooke metro station.
- Even more to discover!

Your mission

JCCBI is looking for a **Technician, Information Technology (IT) Support** to help fulfill the mission of the Information Resources Department which is stated as follows: Our department uses its expertise to deploy, incorporate, and leverage technologies and information to support best practices in decision-making.

Main duties

Reporting to the Manager, IT Operations and Integrated Information Management, you will provide technical assistance to end users and resolve computer-related issues. You will be responsible for managing and maintaining IT equipment and Microsoft 365 applications.

- Provide user support for various systems and applications and document solutions through a ticketing system.
- Install, configure, and manage updates for computer equipment and software; analyze and solve problems that users may encounter when using software, equipment, the computer network, the telephone network, etc.
- Participate in the implementation of new technological solutions.

- Provide technical expertise on technological issues and propose solutions to problems and challenges as they arise.
- Contribute to maintaining and improving the performance of all systems and applications.
- Collaborate on the preparation of improvement and automation proposals for management.
- Prepare and provide period results indicators and reports, as well as analyses of job-related activities.
- Stay up to date on current standards in technology, particularly in terms of IT security, confidentiality, and accessibility.
- Take the necessary steps to prepare for the arrival of new practices and standards in the business field.
- Carry out any other tasks or responsibilities related to this position.

Experience and education

- College diploma in computer science or an appropriate technical field with a minimum of five years' relevant experience.
- In-depth knowledge of Microsoft operating systems for workstations and servers, Microsoft365 applications, and both wired and wireless networks.
- Knowledge of VEEAM backup management solutions as well as network monitoring software such as NCentral and Zabbix, and support tools (Octopus, OSDeployer, Intune).
- Ability to write technical documents, reports, and procedures that require an understanding of technical and professional terminology.
- Ability to communicate verbally and in writing in both official languages (French and English).

Key skills

- Problem-solving skills.
- Strong ability to work as part of a team, with sometimes tight deadlines and varying degrees of urgency.
- Ability to handle several tasks simultaneously, strong sense of organization and priorities.
- Ability to work in a customer-focused environment that is constantly growing and changing.
- High level of professional rigour and attention to detail.
- Interpersonal communication skills.

Specific work conditions

- On-site presence shared with colleagues from 8:15 a.m. to 4:30 p.m., Monday to Friday.

Bridge your career. Take the first step to become an essential part of our community. Send your resume and cover letter to:

Annick Wilson, Team Leader, Recruitment and Development
Quantum
(514) 693-3531
annick.wilson@quantum-qtr.com

Find out more on JCCBI's **Carrer** page.

JCCBI is an equal opportunity employer. We encourage applications from First Nations people, women, racialized people, and people with disabilities. Our offices are also accessible for people with disabilities or functional limitations.