

IT Support Specialist

THE JOB

Reporting to the Manager of IT, the IT Support Specialist is responsible for installs, moves, adds, changes of personal computers, OS, printers, user accounts and phones. The incumbent is responsible for tactical day to day support in resolving desktop and phone related issues, some infrastructure issues, documentation and monitoring.

DUTIES & RESPONSIBILITIES

- Installs, moves, adds, and manages changes of users, for personal computers, printers, user accounts, and mobile phones.
- Provides tactical end user support to resolve any day to day issues with PCs, printers, mobile devices, phones, and desktop software.
- Deploys PCs and mobile phones.
- Maintains the IT assets inventory and Help Desk platform.
- Troubleshoots end user hardware and software issues.
- Analyzes end user requirements and make recommendations.
- Prioritizes and manages open support cases.
- Supports rollouts of new applications and elements of the infrastructure.
- Provides support including preparing procedural documentation and relevant reports.
- Monitors systems for efficiencies, productivity and potential issues.
- Provides after-hours support as required.
- Other assignments as requested.

KNOWLEDGE & SKILLS REQUIRED

- Post-secondary education - Degree or diploma in IT or related area.
- A+ Certification is an asset.
- Microsoft Office Specialist or Microsoft Certified Desktop Support Technician is ideal.
- Proficiency with PC hardware installation and support (remote, on-site).
- Strong problem-solving skills.
- Hands-on experience with Microsoft Windows, Microsoft Office/O365, MS FORMS, Chromebooks installation and support.
- Experience in user account creation and maintenance in Active Directory and Exchange.
- Solid understanding of LAN/WAN networking infrastructure.
- Ability to work well in a team environment and servicing IT users.
- Strong writing, troubleshooting and communication skills.
- Self-motivation, strong organizational skills, ability to multi-task in a fast-paced, dynamic environment.
- Experience managing file/print servers (print queues).
- Windows deployment services experience.
- Experience in ordering and provisioning mobile phones (Android, iOS).
- Ability to understand or write scripts in VBScript or Powershell.
- Experience with Citrix environment.
- Experience with Avaya phone systems and A/V systems.
- Experience with an IT ticketing / service desk system.



All candidates are required to be fully vaccinated.

THE COMPANY

Weston Forest originated as a family business in 1953. Today we are a vital, dynamic organization, repeatedly recognized by Deloitte as one of *Canada's Best Managed Companies*, recipient of the *Canadian Business Excellence Awards for Private Businesses*, and winner of *Waterstone Canada's Most Admired Corporate Cultures Award*. Weston Forest is certified as a Great Place to Work®!

Our culture is one of personal growth, continuous improvement, and opportunity. It is vibrant, informal, and inclusive. We live by our brand promise: "*YOU'LL LOVE DOING BUSINESS WITH US*".

Our Core Values:

- o Entrepreneurial organization committed to continuous improvement
- o We do what we say
- o Inspiring personal and professional growth
- o Your success is our success
- o More than just a place to work
- o Results matter, but people matter more

