

OPPORTUNITY

POSITION: Jr. Service Desk IT Support

DATE POSTED: November 10/2011

LOCATION: Oakville

This is a Junior Technical Position to support the Computer Department in all operation areas and to take care of all routine duties as well as second level support.

This would include supporting the mailroom clerk in times of absence.

DUTIES AND RESPONSIBILITIES:

- Assist in IT support calls
- Provide professional and courteous phone support
- Assist people with software and hardware requests
- Installation and configuration of computer hardware and software
- Solve all computer hardware, software and some network problems
- Provide emergency support for servers
- Work with consultants as necessary to resolve mission critical service issues
- Routine EDI operation
- Rotate backup tapes
- Password rotation
- Provide support in mailroom operations as needed
- Any other duties as delegated by supervisor/manager

SUPPORT FOR:

1. RightFAX Software
2. Server Administration (i.e. additions/deletions/update)
3. Microsoft Office Suite
4. Microsoft Windows Servers and Workstation
5. Cisco VPN Client software
6. EDI software
7. Avaya Phone System
8. 3rd Party Hardware or software like Order Express, Paystation, Ceridian
9. Software utilities like anti-virus, WinZip, FTP, RDP, telnet, etc
10. Networking, hardware and software support
11. Manage Engine Suite
12. Adobe software

EDUCATION/EXPERIENCE

College or University level education in computers with a minimum of 1-2 years experience.

Strong communication and interpersonal skills

Good organizational skills

Some Drupal and Web Development Experience Preferred

If you are interested in this position please forward your resume to:
hr@levitt-safety.com or fax to: 905-829-5422