

# OPPORTUNITY

POSITION: Jr. Service Desk IT Support

AVAILABLE: Immediately

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 for the mailroom clerk in times of absent. Mandatory starting time: 7:30 am.

## **DUTIES AND RESPONSIBILITIES:**

- Second level support calls
- Assist people with software and hardware requests
- Installation and configuration of computer hardware and software
- Solve all computer hardware, software and some network problems
- Train to provide emergency support for servers
- Work with consultants as necessary to resolve mission critical service issues
- Routine EDI operation if supervisor or manager is not available
- Rotate backup tapes
- Password rotation
- Back-up to mailroom clerk when the person is absent.

## **SUPPORT FOR:**

1. RightFax software
2. MS Exchange Server
3. MS SQL servers
4. MS System Management Server
5. Microsoft Windows servers
6. VPN Tunneling software
7. EDI software
8. Phone System
9. 3rd Party Hardware or software like Scancode, paystation, Ceridian
10. Software utilities like anti-virus, WinZip, FTP or telnet
11. Networking, hardware and software support

## **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

**If you are interested in this position please send your resume to [hr@levitt-safety.com](mailto:hr@levitt-safety.com) or fax to 905-829-5422.**