



POSITION DESCRIPTION

JOB TITLE: IT Specialist (1-Year Contract)

DEPARTMENT: Finance

REPORTING TO: Business Systems and IT Manager

SUMMARY

Reporting to the Business Systems and IT Manager, the IT Specialist is a customer-service oriented individual to provide business and technology first-level support to our team members through phone, email, and in-person assistance. This role responsible for installing, configuring and troubleshooting PCs, Windows servers, printers, network devices and peripheral equipment. It will also include providing business systems support for Syspro, Office 365, Zendesk and SharePoint.

RESPONSIBILITIES & DUTIES

- Proactively identify and resolve users' technical issues with a strong emphasis on customer service and building relationships with team members
- Manage the full life cycle of computers, phones, and related peripherals from procurement through provisioning, set up and installation, tracking, administration, support, and decommissioning. Setup new users in Syspro, Active Directory and Office 365
- User administration: create users and manage access permissions
- Accurately log all support tickets on Zendesk and ensure timely resolution of all tickets
- Support users with issues on Syspro, Office 365, SharePoint, Teams, Windows, Zoom, Ritescan and printers
- Resolve problems and liaise with customers to find ways to continually improve services and processes, and keep customers informed on their problem status/resolution
- Troubleshoot issues and make decisions to assess customer priority/impact and escalate issues to Manager if required
- Carry out daily and monthly IT admin processes
- Manage software updates, including Ritescan
- Assist with systems administration projects e.g. software updates on servers.
- Manage daily backups and IT asset register
- Ensure that meeting room equipment and software is working.
- Develop and document IT internal support processes
- Document training material and train users on Syspro and Office 365
- Carry out system analysis and design with users and document processes
- Assist with implementation of new process and programs
- Create SQL views
- Create Crystal documents and reports

QUALIFICATIONS & SKILLS

- IT Diploma preferred (or equivalent training and experience)
- 3-5 years of experience preferred providing IT support with at least 1-year Syspro experience
- Experience working in a Food Manufacturing environment preferred
- Desktop operating systems: Windows 7 / 10. Experience with Office 365 would be an asset
- Knowledge of computer hardware, network equipment, and network protocols



- Strong communication skills (both verbal and written)
- Friendly and customer service orientated
- Willingness to learn and develop skills on an ongoing basis
- Vb Scripting and Power Shell knowledge would be an asset
- SQL Scripting and database administration knowledge
- Must be extremely organized and detail-oriented
- Strong analytical and problem-solving skills
- A self-starter and results driven individual with the ability to work in a dynamic, high-growth environment
- Ability to handle multiple projects in a fast-paced environment with excellent decision-making abilities
- Able to prioritize under the pressure of tight deadlines

BENEFITS

- Competitive Wages
- MSP and Extended Health benefits fully paid by Daiya for your family
- 3 weeks' vacation
- RRSP matching your retirement contributions
- Annual Personal health and wellness fund
- Fun and creative environment
- Inspiring and innovative work
- Smart and passionate teams
- Making people and the planet a healthier place

HOW TO APPLY

Please submit your application to hr@daiyafoods.com with "IT Specialist" on the subject line.