



POSITION DESCRIPTION

JOB TITLE: Desktop Support Analyst

DEPARTMENT: Finance

REPORTING TO: Director of IT

Welcome to the unexpected delight of plant-based exploration! We're the creators of a revolutionary cheese alternative that tastes, shreds, melts and stretches like traditional cheese. Today, as plant-based food grows in popularity, that spirit of innovation continues to inspire our team.

We believe in pioneering plant-based breakthroughs that delight people and planet. Our portfolio of great tasting foods provide an opportunity for everyone to gather around the table, whether you have food allergies, are flexitarian, vegan, vegetarian, or just plant-based curious!

We're one big family of food-loving Daiyans, and we're always on the lookout for people who share our passion, our vision, and our ability to make each other smile.

SUMMARY

Reporting to the Director of IT, we are seeking a detailed orientated and energetic **Desktop Support Analyst** with an analytical mindset to provide excellent support and service to our internal customers. Provide tier 1 to 3 technical support for internal and external customers who utilize the company's systems. Maintain the company's hardware and software assets and carry system administration.

This position will support efforts to maintain the overall security of Daiya's IT environment, by keeping all servers, application services, and workstations up to date. This person will lead and ensure in-depth analysis of problems and initiate corrective actions and implementation of preventative measures.

RESPONSIBILITIES & DUTIES

- Provide daily user support for all systems and accurately log and update all support tickets with a strong focus on customer service and building relationships.
- Resolve end-user IT issues such as password reset, software questions, hardware problems, Internet connectivity, configurations, and so on across a variety of hardware devices (i.e. desktops, laptops, servers, tablets, cell phones)
- Assist with monitoring and maintenance of network and systems
- Install, deploy, and coordinate the shipment of equipment (i.e.: Laptops, monitor, headsets, printers etc.) while updating the hardware inventory list and process purchase orders for equipment and licenses.
- Manage all printers, photocopiers, telephone systems and cell phones.
- Respond promptly to security or usability concerns
- Ensure all servers and desktops are up to date and have the correct software installed.
- Set up and disable new and current user accounts and retrieve assets when required.
- Provide technical support to all staff on all the firm's software applications (ERP, CRM, Reporting Tools, Teams, Office 365) and user hardware.
- Ensure all meeting room equipment is operational and provide users with technical assistance.



- Proactively identify and resolve users' technical issues and develop maintenance plan for the prevention of unexpected failures.
- Implement monitoring tools and dashboards.
- Carry out daily, weekly, and monthly IT Administration tasks.
- User and security administration.
- Assist with all aspects of network maintenance and security.
- Carry out training and regularly contribute to FAQ's and Did you Know guides.

QUALIFICATIONS & SKILLS

- IT Diploma required
- A+ Certification
- Minimum of 2 years IT administration or desktop support experience in a Windows environment.
- Windows desktop knowledge essential
- Microsoft Azure is a added advantage
- Working with Active Directory
- SQL Development skills would be an added advantage.
- Microsoft Teams knowledge and experience required.
- Microsoft Intune knowledge and experience and added advantage.
- Experience with network monitoring tools.
- Strong communication skills (both verbal and written)
- Friendly and customer service orientated
- Willingness to learn and develop skills on an ongoing basis
- Must be extremely organized, detail-oriented, strong analytical and problem solving skills.
- A self-starter, result driven, multi-tasker and able to prioritize under the pressure of tight deadlines

BENEFITS

- Competitive compensation
- 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 careers@daiyafoods.com with “**Desktop Support Analyst**” on the subject line.