IT Field Support

Job Req ID: 8300
Location:
Minitonas, MB, CA, R0L 1G0

Date: Apr 13, 2023
Description:

Job Purpose

To analyze, recommend and support the use of IT services and systems for assigned departments and/or facilities in support of corporate and local business objectives. Provide on-site second level technical assistance and resolution of IT related problems in a 24hr manufacturing environment. . Ensure contribution to and implementation of corporate IT standards and systems.
We'd love to meet you if...
… you're energized by big challenges and creating a plan to meet the challenge
… you enjoy working with others to deliver great work
… you're innovative and looking for a values-driven, positive culture and environment

In this position you will have the opportunity to:

- Provide hands-on and remote end user support for an assigned territory via phone, email, and in person for all assigned technical issues
- Install and maintain hardware and software for desktops, laptops, servers, smartphones, printers, and conference room equipment on the business network
- Diagnose and troubleshoot hardware and software for desktops, laptops, servers, smartphones, printers, and conference room equipment on the business network
- Work with the IT Manufacturing group, plant engineers, and electricians on the maintenance and troubleshooting of manufacturing network hardware and software including manufacturing PCs (Avantech and Allen Bradleys), PLCs, environmental servers, printers, the wireless network, and HMIs
- Prepare and maintain network diagrams and documentation for each site
- Determine required software and hardware needs for each end-user
- Install r, maintain, and repair network infrastructure all cabling, routers, and switches
- Maintain each site's server room including fire suppression air conditioning systems
- Conduct general network administration support/maintenance in accordance with corporate standards and provide general support to systems or network administrators
- Install, maintain, and troubleshoot all barcode and labeling equipment (printers, handhelds, and wireless network) for each facility
- Level 1 support for assigned enterprise hardware and software issues (i.e.: log scaling, EAM systems, etc.)
- Maintain and support each plant's VoIP phone system
- Document issues and case closure notes in ticketing system.
- Track and monitor problems to identify recurring trends; research and document resolution for future response
- Work closely with vendors in researching and identifying resolution to hardware/software/network problems
- Coordinate complex problems with next level of support
- Provide hardware and software training and support to end-users
- Provide backup support as needed.
- Manage medium sized projects; develop timeline, budget, etc.
- Frequent travel as business appropriate
- May be designated or assigned to on-call status resulting in call-back for emergencies

- Provide mobile device support for cell phones and tablet
- Install, maintain, and Troubleshoot wireless infrastructure

What do I need to be successful?
QUALIFICATIONS:

- Ability to learn and apply new technologies.
- Ability to work cooperatively with all levels of LP staff
- Demonstrated knowledge of hardware and software and how they interact.
- Working knowledge of AV equipment for conference rooms.
- Working knowledge of effective end-user troubleshooting techniques.
- Working knowledge of current network, connectivity, wiring, switches, routers, etc.
- Working knowledge of administration tools and Web based documentation tools.
- Effective written and verbal communication skills.
- Outstanding interpersonal and customer service skills.
- Strong analysis and troubleshooting skills.
- Ability to prioritize tasks according to severity of problem
- Excellent organizational, multitasking and analytical skill
- Working Knowledge of Microsoft AD and SCCM
- Working Knowledge of Microsoft Azure and Intune
- Working Knowledge of VMWare/Vsphere
- PowerShell scripting a plus
- Familiarity with Microsoft Office 365 products including PowerApps
- Ability to create technical documentation and procedures
- Basic understanding if industrial systems, PLCs, and controls a plus

Education

- Bachelor's degree in Computer Science or related field.

Experience:

- 3 to 5 years demonstrated end user support experience
- Or any equivalent combination of education, experience and training that demonstrates the ability to perform the key responsibilities of this position
- Ability to learn and apply new technologies
- Demonstrated knowledge of hardware and software and how they interact
- Working knowledge of AV equipment for conference rooms
- Working knowledge of effective end-user troubleshooting techniques
- Working knowledge of current network, connectivity, wiring, switches, routers, etc.
- Working knowledge of administration tools and Web based documentation tools
- Strong analysis and troubleshooting skills
- Ability to prioritize tasks according to severity of problem

Job Segment: Field Service, Network Administrator, Telecom, Telecommunications, Network, Manufacturing, Technology