

IT Specialist

Phone :

Web :



Job Summary

Vacancy :

Deadline : Jul 12, 2024

Published : Jun 12, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Neighbourly Pharmacy Inc. is Canada's largest and fastest-growing network of independent pharmacies. We are seeking a highly motivated IT Specialist to join our growing Support Centre Team in Regina, Saskatchewan!

ABOUT US:

Since 2015, Neighbourly has expanded its diversified national footprint to include 295+ locations, reinforcing the Company's reputation as the industry's acquirer of choice. You will directly contribute to our rapid growth which has regularly been recognized externally, including receiving the following accolades:

- Ranked #1 fastest-growing company in Canada (Globe and Mail, 2020)
- Requalified on the Globe and Mail's Top Growing Companies list in each of 2021 and 2022.
- Named as one of Canada's Best Managed Companies for three consecutive years (2021, 2022, 2023, and 2024!)
- Recognized on the 2022 New Innovators list (by Canadian Business magazine in partnership with the Brookfield Institute for Innovation + Entrepreneurship)
- Recognized on Canadian Business' 2020 Growth List.

POSITION SUMMARY:

This role focuses on maintaining and monitoring the software systems and networks for our business. You will be tasked with solving technical issues and will also collaborate with team members across all departments to assist them with their technical requirements.

RESPONSIBILITIES:

- Ticket/Incident management: 1st Line intake of IT Support incoming tickets nationally within the Fresh Service ticketing software.
- Communicate with internal/external customers and provide updates in a timely manner.
- Install, troubleshoot and resolve issues with software or hardware.
- Support resolutions that may require in-store visits/travel.
- Analyze tickets to detect underlying trends and potential issues.
- Support the implementation of new solutions or applications.
- Participate in business meetings to provide insight into technical requirements.
- Support store acquisitions by thoroughly planning and executing IT requirements and upgrades in support of the business and conversion teams.
- Write technical and software process documentation as required.
- Liaise with other departments to support processes such as auditing and other duties as required by business needs.
- Other Duties as assigned.

This job description represents the general responsibilities and duties of the position but should not be construed as an all-inclusive detailed job description.

QUALIFICATIONS:

- 5+ years of experience in a technical support role.
- Technical Certifications are preferred.
- Working knowledge of POS and Dispensary software and hardware systems.
- Working knowledge and experience with Microsoft products and Microsoft Cloud Administration.
- Network management knowledge and experience for large organizations.

SKILLS:

- Willingness to solve complicated problems and see projects through to completion.
- Analytical skills to study problems and records and identify solutions.
- Team-oriented attitude, strong interpersonal communication, and relationship-building skills.
- Strong interpersonal communication and relationship-building skills.
- Ability to manage time and effectively prioritize numerous projects at one time.

***Candidates must be legally eligible to work in Canada.

Neighbourly Pharmacy is an equal opportunity employer. We are committed to delivering accessibility and equality to all job applicants, staff, and customers. Accommodation is available upon request for applicants with disabilities in the recruitment and assessment process and when hired.

While all responses are appreciated, only those being considered for interviews will be acknowledged.

#INDCORP

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
