



Phone :  
Web :

**Job Summary**

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Vacancy :

Deadline : Jul 14, 2024

Published : Jun 14, 2024

Employment Status : On-site

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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Pipe & Piling Supplies Ltd. has an opening for an enthusiastic, self starter to join us in the role of IT Application Support Specialist. We offer a competitive compensation package with dental, medical, vision, LTD coverage. This is a full-time permanent role with a well-established organization.

IT Support is responsible for tracking, prioritizing, and escalating support requests received from Pipe & Piling Supplies Ltd. employees via email or phone. The successful candidate will provide direct desktop technical support for all Pipe & Piling Supplies Ltd. operations. This includes, but is not limited to, resolving all desktop software, hardware, and connectivity related issues.

### **Duties/responsibilities**

- Manage and triage support requests through ticketing systems.
- Provide end-user training when required.
- Interact between business and IT team to address business issues
- Assist in data entry when needed to key business processes on IT System
- Documenting tasks and solutions to add to existing knowledge base.

### **Must have:**

- Work experience using support ticket tracking tools such as Jira.
- Experience in business analysis and IT processes
- Strong customer service skills
- Experience with Office 365 (Word and Excel)
- Strong troubleshooting and critical thinking skills
- Minimum 7 years working experience in IT support.
- University degree in Mathematics or Computer Science or Management Information Systems (MIS)

Nice to have:

- Experience with Share Point Application and management
- Experience with Log bugs, enhancement requests
- Providing training for platform to business users
- Work experience with Sage 300 and Linux
- Accounting background

This is a fully onsite role.

Job Type: Full-time

Benefits:

- Dental care
- Extended health care
- Life insurance
- On-site parking
- Paid time off
- Vision care

Flexible Language Requirement:

- English not required

Schedule:

- Monday to Friday

Experience:

- IT support: 1 year (preferred)

Licence/Certification:

- CompTIA A+ (preferred)

Work Location: In person

## Education & Experience

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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