

Junior IT Specialist Edmonton, AB

Founded in Edmonton in 1990, Hi-Tech Seals is a leading Canadian seal and gasket distribution and manufacturing company, with a longstanding commitment to customer service. The company's technical sales staff works closely with customers to find the best solution for sealing needs. We provide a wide range of sealing products, along with molded rubber, cast urethane, gaskets, plastics, ceramics, tungsten carbide parts, and custom machining to meet our customer's needs. Since opening, Hi-Tech Seals has expanded to six locations across Canada & one location in United States.

At Hi-Tech Seals our people are a key competitive advantage. With over fifty in-house training courses we are committed to supporting our employees in their professional development. In addition, Hi-Tech Seals encourages external training programs to achieve certifications, diplomas, and degrees.

Primary Responsibilities:

IT Support

- Responsible for the rapid resolution of service related incidents and requests submitted through ticketing system, over the phone and in-person from our users
- Assist in the development and deployment of new IT services and solutions to business problems
- Proactive identification of potential issues to avoid service interruptions
- Support organization desktop software and hardware environment
- Responsible for the setup of customer workstations
- Install new hardware and maintain existing hardware
- New user set up and configurations
- Perform regular updates and maintenance activities to supported products within departmental procedures and standards
- Act the Microsoft Office support specialist, delivering solutions to business problems and MS Office training
- Creating user guides and help menus
- Under the direction of the IT Manager, purchase IT hardware and software
- Responsible for the operation and administration of data backup system

Other

- Participate in worksite hazard assessments, incident investigation, safety meetings, safety training and other aspects of the Hi-Tech Seals Inc. safety and quality control programs as required
- Other duties as required.





Position Requirements:

- In depth knowledge of Desktop Operating systems and support tools and processes (Windows 10)
- Experience with the use and management of Group Policy
- Able to use scripting languages such as VB script and PowerShell to automate tasks and solutions
- Strong problem solving and troubleshooting skills
- Desire to learn new skills and technologies
- Anti-Virus & Malware management skills in a multi PC environment
- Excellent Customer Service skills are required utilizing excellent interpersonal skills
- Experience with the creation and management of Desktop images
- Able to organize the work day, prioritizing issues and explain the rationale for decisions
- Team Player
- Experience supporting Networks and network equipment
- Understand TCP/IP Networks and related equipment
- *Grade 12*
- 2 Year IT Certification or similar
- IT Industry Certifications in appropriate skill areas

Join a company that excels in developing and empowering employees to reach their potential.

Interested applicants should submit their application to Human Resources, Hi-Tech Seals Inc., email hr@hitechseals.com.

For more information on our company, visit our website at www.hitechseals.com

