

IT Support Specialist



Benefits

- Performance Based Bonus Eligibility
- Comprehensive Extended, Health & Dental Benefits
- RRSP Plan
- Monthly Transit Pass - 100% Reimbursement
- Employee Health & Wellness Incentive Program
\$300.00 Annual Reimbursement
- Education Reimbursement Program
- Flexible Work Schedules
- Employee Discount Program – 10% off Southwest Properties Lease
- Resident Referral Program – Cash Incentives
- Service Awards
- Social Staff Events
- Home Computer Antivirus Incentive Program
\$50.00 Annual Reimbursement
- Charitable Donation Matching Program - \$1000.00 Annually + 1 Day off to Volunteer

Working at Southwest

Named as one of Canada's Best Managed Companies and Most Admired Corporate Cultures in Canada, Southwest has developed, constructed, owned, and operated world-class properties for over 50 years. A leading developer of residential and commercial property and one of the largest privately held owner of multi-family residential buildings in the Halifax region, Southwest's brand of quality and community involvement has made a major impact on the Atlantic Canadian real estate market. Southwest believes in going beyond the necessary to create inspiring environments by providing the best places to live, shop, work, and play, creating lasting relationships with employees, customers, and partners. At Southwest, we are always seeking the best and brightest stars in their field. From front line staff to senior management, we choose to employ the best in the industry!

We are currently seeking an outstanding individual to fill the position of **IT Support Specialist**.

Job

The IT Support Specialist's role is to provide a single point of contact for end-users to receive support and maintenance within the Southwest Properties desktop computing and office IT environment. This position reports directly to our VP of Talent & Customer Experience, and is responsible for installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and IT and cellular equipment to ensure optimal workstation and device performance.

Duties and Responsibilities:

Strategy

- Provide process improvements recommendations (applications, business solutions, hardware vendors, etc.) to assist the organization in meeting its goals
- Conduct research on desktop products in support of PC and office technology procurement
- Project based work to ensure total integration of company platforms, and new software implementations are successfully completed
- Take a proactive approach in ensuring that physical desktop computers, telephone and conference and boardroom systems are in proper working order
- Evaluate and recommend desktop and office technology products for purchase

System Operations & Training

- Recommend and create POs for purchase of PCs, desktop hardware and related IT products
- Provide initial IT equipment and program training to new hires, including participating in new hire orientations

Systems Maintenance, Repair & Troubleshooting

- Resolve issues with associated end-user workstation networking, software and communications applications
- Perform onsite analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed
- Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and within our office and building portfolio as required.
- Troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion and provide end-user assistance where required.
- Answer to and perform moves, adds, and change requests as required
- Assist in maintaining and logging, reporting, and solving desktop support incidents
- Oversee the closure of departing employees' accounts, including OneDrive content

Communication

- Collaborate with IMP Support technicians & network administrators to ensure efficient operation of the company's desktop computing environment
- Receive and respond to incoming calls and/or e-mails regarding desktop problems
- Act as primary day-to-day liaison with IMP Support and other IT software vendors
- Monitor the MS Admin Dashboard, as well as the IMP Newsletter, to be aware of upcoming updates and plan for them accordingly or share helpful tips with the office
- Liaise with vendors to order new equipment and software

Administration & Reporting

- Develop and maintain an inventory of all monitors, keyboards, tablets, smartphones, network equipment, and other IT components and office equipment
- Monitor and report on the operations of business infrastructure technologies and solutions
- Track issues and identify trends and areas for improvement to current systems and support tools
- Document and manage licenses for software

Position Details

Hours of Work: Monday – Friday, 40 hours per week. Emergency after hours on-call work.

Work Location: 1475 Lower Water Street, Suite 100 – Southwest Properties Office; 10% local travel may be required to buildings and construction sites.

Position Requirements:

- Criminal Records Check Completion
 - Valid Driver's License & Vehicle to support travel to properties as required
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Training & Experience

College diploma or university degree in the field of computer science and/or related program, including [3-5] years equivalent work experience; a suitable combination of education and experience may be acceptable.

Knowledge and Skills Required:

- Ability to conduct research into Desktop PC issues and Microsoft Office (Office 2013/2016) products as required
 - Excellent technical knowledge of PC and desktop hardware
 - Hands-on desktop and office technology troubleshooting experience
 - Working technical knowledge of standard business technology and support processes (Remote Desktop support, Active Directory and MS Exchange, Office 365 SharePoint, Patch management, office printers, desktop software installs/upgrades, User account setup and closeout)
 - Experience assisting with larger business systems projects (accounting systems, document management, workflow systems, customer management systems, or other related enterprise systems)
 - Support Audio/Visual and conference rooms, phone, projector, and video conference equipment
 - Ability to communicate any problems or issues, facilitate and track through an escalation process; work with peers to assist with resolutions
 - Ability to configure desktop and laptop computers to company standards
 - Tablet and Smartphone support
 - Effective interpersonal skills and relationship-building skills
 - Strong written and oral communication skills
 - Ability to present ideas in user-friendly language
 - Ability to gain understanding of the organization's goals and objectives
 - Analytical and problem-solving abilities, with keen attention to detail
 - Self motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment
 - Experience working in a team-oriented, collaborative environment
 - Strong customer-service orientation
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Commitment to DE&I

Southwest Properties is committed to attracting and retaining a diverse team, who values your experiences, perspectives, and unique identity. We are committed to creating and maintaining an environment that is inclusive, equitable, and welcoming.

How to Apply

If you are interested in this exciting opportunity, please forward your resume and cover letter to our Human Resources Team: Southwest Properties Limited, 1475 Lower Water Street, Suite 100 Halifax NS, B3J 3Z2. resume@southwest.ca

Thank you for your interest in Southwest Properties. Only those chosen for an interview will be contacted.

We are a team of individuals who get joy from bringing joy to others.