



RR#3 – 17554 Plover Mills Road
Thorndale, ON N0M 2P0
Phone: 519-461-9057

Sollio Agriculture provides the IT support to the Agromart Group network, its Joint Venture locations, and affiliated companies. This role is to provide day-to-day technical support to the clients and end users for those businesses across eastern Canada.

Support may take the form of answering questions or resolve computer problems by responding to emails, phone calls, remote access to network equipment or on-site visits. Incumbent organizes and prioritizes tasks, has a hands-on role, and establishes working relationships and guidance to our larger network.

At times, travel or overtime may be required.

Our Crop Production – Ontario and Atlantic sector is seeking a:

- IT Helpdesk Technician
- Status: Permanent, Full Time
- Work location: Thorndale, Ontario

CHALLENGES WE OFFER:

- Provide first-level support and respond to requests for help by telephone, email, or through the IT service management ticketing system;
- Configure workstations and mobility tools (phone, tablet, etc.) for businesses within our network;
- Resolving incidents and complex requests through adaptive solutions according to need;
- Maintain strict monitoring of inventory of materials and office software;
- Ensuring follow-up, resolution, and documentation for service calls;
- Install, maintain, monitor, and troubleshoot end-user hardware, peripheral devices, operations equipment, software, and other products;
- The candidate will be called upon to respond to telephone support and email support, work and travel when required to external sites in Ontario & the Maritimes;
- Other responsibilities may be assigned, as necessary.

YOU FIT THE FOLLOWING PROFILE

- A post-secondary diploma in Computer Systems Technology or equivalent is preferred;
- You have work experience in customer service and IT support;
- You have a knowledge of Windows computer tools, the MS Office suite, Microsoft Office365, Microsoft Dynamics, Microsoft Azure, Microsoft Intune, Azure active Directory;
- You are customer oriented with excellent communication skills;
- You possess the ability to communicate technical information to non-technical audiences;
- You have excellent diagnostic and problem-solving skills;
- You have a good knowledge of networking, wireless technologies, and imaging tools;
- You are a critical thinking capable of identifying the nature of problems and solving them, with a good sense of prioritization and organization;
- Able to demonstrate sound management of time and resources;
- You can work in a team environment and independently;
- You have access to a vehicle for work purposes and a valid driver's license.

If you want to join the ranks of an organization with a bright future that provides interesting challenges, a stimulating work environment as well as a competitive compensation package, we invite you to join our team. Send your application to <http://sollio.ag/career>.

We thank all candidates for their interest in this position; however, only those selected for further consideration will be contacted. Sollio Agriculture is an equal opportunity employer.

Thank you for your consideration.