



## Job Posting April 2019

Position - IT Technician, Kingsville, ON

### Position Summary

Reporting to the Manager of Information Technology & Project Management, the IT Technician will face multiple tasks, including: installing, configuring, diagnosing, repairing and upgrading hardware, equipment and any related software system while ensuring their optimal performance. In summary, the role will troubleshoot problem areas in a timely and accurate fashion, manage competing priority issues to support the overall strategic direction of the Company.

### Main Job Tasks and Responsibilities

- Responds to service desk requests and issues
- Follows documented and learned support procedures for effective delivery of services
- Manage IT tickets effectively by reprioritizing request in the ticketing system
- Track and complete tasks with effective resolutions
- Follow the best practice of ITIL Incident Management
- Install, configure, test, maintain, monitor, and troubleshoot end user and network hardware, software, peripheral devices, printing/scanning devices, presentation equipment and all other products or services
- Create and help maintain support procedures, inventory lists, and other documentation used by the IT Department
- Participate as needed in projects, showing a willingness to learn and further understand current technologies to aid in problem resolution
- Assesses software updates, drivers, knowledge bases, and FAQ resources on the internet to aid in problem resolution
- Strong knowledge and experience in configuring Windows Server, VPN and active directory management
- Experience in Veeam Software

### Qualifications:

- Ideally 3-5 years experience in supporting technology solutions
- University Degree or Community College diploma in Information Technology
- Superior oral and written communication skills in English, Spanish an asset
- Organized, inquisitive, self-driven, team and learning oriented.

Interested candidates can submit their resume by email to [HumanResources@redsunfarms.com](mailto:HumanResources@redsunfarms.com) . We thank all applicants for their interest, however, only those selected for an interview will be contacted.

*Red Sun Farms is a dynamic company experiencing rapid growth in Canada, the USA, and Mexico. The Red Sun Farms team is recognized for their corporate culture & success through Canada's Most Admired, Canada's Best Managed, and Profit 500. Our people are the true success of the company & we believe that every individual on the team plays a key role in the company's future. If you want to join the passion and love for growing a healthier world through greenhouse vegetables, then Red Sun Farms is the right team for you*