

# KEILHAUER

## IT Support Specialist

Full time position + company provided benefits

### **Who is Keilhauer?**

Founded in 1981, Keilhauer is a privately owned, design focused contract furniture manufacturer. Keilhauer manufactures seating and tables for all the different ways that people work. Keilhauer products are thoughtfully made to support communications and engagement in spaces such as meeting rooms, offices, collaboration areas, lobbies and lunchrooms. Working with world-renowned furniture designers, Keilhauer is internationally recognized for award-winning design, built with extreme craftsmanship, to the highest environmental standards.

### **SUMMARY**

The IT Support Specialist is responsible for monitoring the IT Helpdesk and providing first-level technical support for end-users across the Keilhauer network and affiliated Business Units. This support role is an integral part of a small, high-performing team of IT professionals who share the responsibility of maintaining Keilhauer's systems. By ensuring that employees are able to utilize technical systems and tools to do their jobs, you help further Keilhauer's mission of making work comfortable for all.

In this role, a great deal of your time is spent monitoring the IT Helpdesk and addressing issues in order of priority. You will also assist in the handling of day-to-day operations of the department, supporting the Technical Services Manager and Junior Systems Administrator, working on firmware upgrades for printers and hardware, performing hotfixes for tertiary programs, or troubleshooting network issues.

This position is best suited to a junior IT professional who is approachable, patient and comfortable interacting with end-users across the entire organization. The ability to communicate clearly, effectively, and genially with both technical and non-technical users is the key to your success.

### **PRIMARY RESPONSIBILITIES**

#### **1. Monitors IT Helpdesk and provides support to end-users**

- Monitors and manages Keilhauer's Spiceworks asset and Helpdesk management system;
- Monitors and responds to IT Helpdesk calls in a manner that meets or exceeds IT department standards;
- Responsible for diagnosing and resolving computer hardware and software issues;
- Provides solutions to end-users by identifying issues, researching answers and guiding through corrective procedures;
- Determines when to escalate issues to management;
- Installs hardware and software systems on end-user workstations;
- Responsible for the maintenance of end-user hardware and software systems to ensure optimal performance.

#### **2. Contributes to improvement projects within the IT environment wherever needed**

- Maintains a sound understanding of Keilhauer's data network and installed applications;
- Prepares progress reports to inform manager of project status and deviation from goals;
- Acts as back-up for assigned team members during absences and leaves;
- Provides training and delegates work to Summer/Co-op Students, when required.

## QUALIFICATIONS

- 1 year experience working in an IT support role, preferably in a fast-paced manufacturing environment;
- Post-Secondary degree or diploma in a related discipline;
- A+ hardware and software certifications;
- Previous experience with upgrading PC hardware and software;
- Previous experience with VoIP phone systems;
- Proficiency in the TCP/IP protocol stack;
- Advanced proficiency in Microsoft Office applications (Excel, Word, PowerPoint, Outlook); previous experience with SyteLine, or similar ERP, is an asset;
- Experience with ASP, HTML and basic web design;
- Experience with Apple and Android devices;
- A valid driver's license, valid insurance and access to a vehicle is a requirement, as there is a need to provide support to staff at all facilities.

## ESSENTIAL PHYSICAL AND INTELLECTUAL REQUIREMENTS

- **Communication:** Must be able to interact professionally, communicate effectively and exchange information accurately with all internal and external stakeholders through email, phone communications and face-to-face contact; must have excellent interpersonal skills.
- **Mobility:** Must be able to sit/stand at a computer terminal for extended periods of time; required to go to various locations, both within the organization and offsite; some reaching for items above and below desk level; some reaching, bending, squatting and stooping to access hardware and servers.
- **Mobility:** Must be able to sit/stand at a computer terminal for extended periods of time; required to go to various locations, both within the organization and offsite; some reaching for items above and below desk level; some reaching, bending, squatting and stooping to access hardware and servers; must have a valid driver's license and access to a vehicle.
- **Manual Dexterity & Coordination:** Must have the strength, dexterity and coordination to regularly use hands and fingers to operate a computer keyboard and phone; dexterity and coordination to move components (ex. servers, monitors) that weigh up to 50 lbs. underneath desks and/or overhead, manipulating wires and cords.
- **Vision:** Specific vision abilities required by this job include the ability to view computer screens and documents for accuracy; depth perception/spatial visualization required.
- **Cognitive Ability:** Must be able to analyze and interpret system needs and offer the appropriate options, solutions and resolutions required; must have strong organizational skills and excellent attention to detail; must be highly proficient with technical knowledge, mathematics and spatial visualization; must be able to interpret a variety of instructions furnished in written, oral, diagram or schedule form; must be able to learn and retain large amounts of detailed information; must be able to act responsibly, discreetly and ethically and maintain strict confidentiality.

## WORKING CONDITIONS

This role is performed primarily in an office environment which is typically quiet. Most of your duties will be fulfilled with the use of a computer and office equipment, with communications taking place by phone, email or in person. Some functions of your role will be conducted in the manufacturing facilities, where you may be exposed to dust particulates, noise and heat.

- This position requires frequent, dynamic interaction through face-to-face contact, email and phone communications;
- Must be capable of traveling to other locations as required to perform job function;

- Must have the ability to deal with problems involving few concrete variables in standardized situations;
- Must be able to handle frequent interruptions to planned work activities, often without prior notice;
- Must be able to respond and adapt quickly in a dynamic and changing environment; must be able to multitask;
- Must be able to handle the stress of dealing with issues in a professional manner;
- Must be willing to participate in seminars, training and/or thought leadership relevant to the position or industry;
- Follows all company and OSHA Safety regulations; works in a safe manner and uses personal protective equipment, if required; reinforces housekeeping and Keilhauer's core values;
- May be required to work outside of standard hours to accommodate business needs; employee is expected to be available during off-hours to resolve unexpected system failures relating to the responsibilities outlined in this job description.

**If this is you, send your resume to [careers@keilhauer.com](mailto:careers@keilhauer.com) or by fax to (416) 759-5723 and tell us how you would be a great fit.**

*Keilhauer is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive, respectful environment for all employees. Keilhauer is committed to providing accommodations for people with disabilities where possible. Let us know if accommodation is required for the interview.*

We thank you for your interest, and advise that only those selected for further consideration will be contacted.