IT Specialist

GSL Group includes a wide range of businesses including Real Estate Development, Holdings and Construction (Commercial, Industrial, Residential and Sports & Entertainment Facilities), E-Commerce, Sports and Entertainment, Travel & Hospitality, Food & Beverage, and Agriculture. We are currently seeking an experienced IT Specialist to join our team and support all our different divisions.

The successful candidate will have excellent communication, technical and interpersonal skills, along with the ability to provide superior support and service to local and remote locations.

RESPONSIBILITIES:

This role will have a number of accountabilities, including but not exclusive to those listed below:

- User Problem Resolution - provide desk side support in operating hardware & software
- Troubleshoot and resolve IT issues quickly and effectively (i.e.: printer/computer/email issues)
- Assist in relocation of P.C. equipment and desktop phones; coordinate redistribution of hardware (phones, desktops, laptops, etc.); reconfigure/re-image workstations
- Responsible for maintenance of IT products and devices and supports on-site installation, setup, and integration of internal tools and systems
- Conscientious Purchasing – research/purchase quality computers, parts, printers, video equipment, staying within cost parameters
- Maintain & update master hardware asset Inventory
- Configures networks at remote sites
- Manage Company's Intranet site
- Train employees on the business's information systems
- Help lead the development of IT infrastructure to ensure key business strategies and processes are supported by systems that enable growth and flexibility
- Assess the effectiveness of technology resources already in use or new systems that are being implemented; determine the practicality of changes and modification of systems
- Assist with the implementation of technology to support operational objectives in an efficient and cost-effective manner
- Basic database administration - SQL/ACT knowledge for operation/backing up company database
- Ensures safety and integrity of data by maintaining security and privacy of the information systems and equipment
- Maintaining email servers – adding/removing employees, monitoring SPAM
- Manage Internet/Wi-Fi System (accessing network to reconfigure or repair)
- Upgrading software, monitoring licensee expiration dates
- Assists with all software rollouts and upgrades.

REQUIREMENTS:

- Post-secondary degree in a related field (information Science, Computer Science, etc.)
- 2+ years' experience in a helpdesk/technical support role, network engineering, IT system administration or other similar technical environment
- Experience with hardware/software maintenance and troubleshooting.
- Knowledge of AS400 – PC interface tools i.e. Client Access
- Knowledge of Office 365, Windows; proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), One Drive, SharePoint
- Knowledge of security best practices and experience with intrusion detection systems, enterprise virus scanning, and general network monitoring

THE IDEAL CANDIDATE:

- Highly service-oriented with exceptional organizational and time management skills
- Is comfortable with ambiguity and change; enjoys working in a self-directed entrepreneurial work environment
- Strong critical thinking and problem-solving skills
- Ability to work independently and as a team member
- Strong interpersonal skills with an ability to communicate technical information effectively to technical and non-technical stakeholders
- Ability to maintain confidentiality

Compensation: Will be commensurate with experience.

Job Location: Vancouver

GSL is proud to be an equal opportunity employer. We value diversity and are dedicated to providing a work environment that is free from harassment and discrimination. All employment decisions are made based on qualifications, job requirements and business needs. GSL is passionate about being known for an inclusive culture where talented people of all backgrounds want to work.