KEILHAUER

IT SUPPORT SPECIALIST
GRADE 5

WHO IS KEILHAUER?

Founded in 1981, Keilhauer is a privately owned, design-focused contract furniture manufacturer. Working with world-renowned furniture designers, Keilhauer is internationally recognized for award-winning design, built with extreme craftsmanship, to the highest environmental standards. At Keilhauer, we believe that because we all share this planet, it is essential that we do our part protecting it. Our comprehensive sustainability program, *Planet Keilhauer*, driven by our goal of closed-loop manufacturing, is an approach to production in which there is no waste and materials are cycled back into the system, minimizing environmental impact.

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. 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.

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.

COVID-19 PRECAUTIONS

Keilhauer has mandated a COVID-19 vaccination policy in place. As of September 22, 2021, all employees are required to provide proof of receiving all recommended doses of an approved COVID-19 vaccine (or

combination of approved COVID-19 vaccines) to Human Resources.

We are committed to providing reasonable accommodation to employees who are unable to vaccinate for medical reasons.

DOES THIS ROLE SOUND LIKE A FIT?

Keilhauer is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive, respectful environment for all employees.

If this role is for you, please send your resume to careers@keilhauer.com and tell us why you would be a great addition to our team! Please note that only those selected for further consideration will be contacted.