



IT SUPPORT SPECIALIST

Corporate Description

MANNARINO Systems & Software Inc. holds over 20 years experience in designing, developing, verifying, and certifying real-time embedded software for safety critical applications, thanks to a unique combination of services and [COTS products](#).

MANNARINO Systems & Software Inc. customer base is very large, covering traditional aerospace companies as well as new and exciting markets, including electric propulsion, [Urban Air Mobility](#), [Unmanned Aerial Vehicle](#) and autonomous flight.

The MANNARINO culture is focused on high quality, hard work, professionalism, and teamwork within a highly respectful, motivating atmosphere geared towards long-term business growth.

As a member of our team, you will benefit from:

- a comprehensive group insurance and RRSP plan
- a flextime policy with paid overtime
- discretionary bonuses
- a fitness reimbursement program
- other office perks such as catered weekly lunches and free hot beverages (espresso, coffee, hot chocolate, and tea)
- regular company outings

MANNARINO is a privately-held Small & Medium Size Enterprise (SME) and was recently awarded the [AIAC's Innovation Technology Award](#)

Career Opportunity and Primary Roles

The **IT Support Specialist** is responsible for providing exceptional customer and technical support to our internal customers.

We are looking for an adaptive and motivated technician to provide support on a wide range of business technologies, including application, workstation (hardware and software), laptop, network, telecommunications, mobile devices, telephone systems, and audio-visual equipment.

The IT Support Specialist must be able to independently assess a reported problem or failure using diagnostic methods and tools, determine the likely cause and take appropriate action to resolve the problem in a timely manner. Often collaborating with other resources (both internal and external), the IT Support Specialist must understand system interdependencies and avoid unintentional interruption of services during troubleshooting and problem resolution.

The IT Support Specialist reports to the IT Manager.

Responsibilities

- Maintains tickets through their lifecycle, ensuring all elements of the process are followed through.
- Performs hands on, physical equipment moves.
- Provides first call resolution or triage for all support requests.
- Must follow up with end users to ensure their issues are resolved.

- Maintains various Policy and Procedure documents.
- Ensures accurate logging incidents, service requests, access requests and changes.
- Ensures updates to the Knowledge Base (KB) with all troubleshooting performed and, if applicable, the resolution that was done.
- Utilizes the KB and other support documentation to identify, isolate, diagnose, and resolve end users' technical problems and provide information and status as requested.
- Ability to prioritize and manage milestones and projects efficiently.
- Installs approved software as needed; provides training to end users as necessary.
- Manages service desk mailbox.
- Supports room-based video conferencing.
- Any other tasks or projects assigned by the IT Manager\IT Team
- Provides occasional out of hours support.

Required Competencies

- At least 2 years' experience of coordinating Service Desk activities
- Passionate about customer service and ability to handle challenging customer conversations.
- Ability to prioritize under pressure.
- Good knowledge of server operating systems with particular focus on Windows Server / Active Directory.
- Good knowledge of desktop operating systems (Windows) and associated hardware and software (MS365, MS Office, MS Project, Visio) necessary to install and support users from an operational perspective.
- Knowledge of leading business applications
- Knowledge of mainstream mobile device platforms (IOS, Android, Windows Phone).
- Good problem solving and trouble shooting skills.

Technical Competencies

- Microsoft Windows Server/Linux
- Knowledge of Active Directory
- Knowledge of JIRA Atlassian
- Knowledge of VMWare
- Basic Knowledge of Virtualization
- End-User devices (Desktop / Laptop / Mobile Phone / Desk Phones)
- Basic knowledge of networking technologies and concepts. (DHCP and DNS)
- Use of System's monitoring tools
- Knowledge of Voice Telephony

Other competencies

- Strong interpersonal skills
- Excellent oral and written communication skills, able to communicate across a broad spectrum of users

At MANNARINO, we believe that passion and a desire to learn is crucial. Diversity of thought and experiences leads to innovative solutions and creativity. Therefore, we would like to encourage all those interested to apply.

Please submit your application by

E-mail: rh@mss.ca

*We are an equal opportunity employer.
All applicants will be held in strictest confidence.
Only those selected for interview will be contacted.*
