



Modern Thinking. Timeless Values.™

JUNIOR IT TECHNICIAN

Change *Your Career* for the Better.

As a recipient of hundreds of awards and accolades, Reid's Heritage Homes is a world-class organization, with growing communities across the province, offering home styles from mid-rise condo suites to custom estates and active adult communities. We are a division of the Reid's Heritage Group of Companies, a family-owned company celebrating over 40 years in business. We are proud to have been certified as a **Great Place to Work® Canada** and named as one of **Canada's Best Workplaces for 2019, Canada's Top Small & Medium Employers for 2019** and **Waterloo Area's Top Employers for 2019**, and we strive to employ highly skilled individuals who both exemplify and live out our Core Values. Our team members are passionate about their work, and their high energy and creativity drive innovation. As a result, our team is growing. We invite you to take this opportunity and be a part of the momentum!

We are currently seeking an experienced, highly motivated individual with excellent people skills to join our corporate office team as a full-time **Junior IT Technician**.

The successful candidate will be responsible to support the stable operation of the in-house computer network. This includes installing, configuring, maintaining, and optimizing all computer hardware, software and communication links while ensuring minimal network downtime. You will also diagnose, resolve, and document hardware and software, phone and network problems in a timely and accurate fashion and provide end user training and support where required.

As part of your duties and responsibilities you will be called upon to:

- Demonstrates the company core values and foster a team environment that provides extraordinary colleague and customer care
- Responding to requests for IT support through email, telephone, or in-person
- Perform onsite analysis, diagnosis, and resolution of desktop problems for end users, and recommend and implement solutions, including offsite repair for remote users as needed.
- Deliver and assist in the configuration of end-user PC desktop, hardware, software, and peripherals
- Train colleagues on how to effectively use computer systems and components
- Collaborate with Sr. Technicians to ensure efficient operation of Company's desktop/laptop computing environment
- Receiving and processing hardware inventory, entering information into Asset System
- Maintain a high standard regarding customer communications and response times
- Maintain an up to date knowledge of current operating systems and standard software packages, including Microsoft Windows, Office 365
- Travel to and service off site locations using company vehicle

The Junior IT Technician we seek will have the following:

- Commitment to our organization's progressive culture, including our company Core Values
- 1 - 3 years' experience in the IT industry, Computer related diploma is an asset
- Experience with Microsoft operating systems, including installation and configuration
- Experience with computer and peripheral hardware servicing and basic repairs
- Knowledge and understanding of standard office software packages
- Excellent work ethic and organizational skills

- Ability to work in a team setting as well as independently
- Attention to detail
- Ability to multi-task
- Ability to consistently demonstrate the company's Core Values
- Ability to exercise a high level of professionalism and discretion with confidential information
- Class G driver's license and clean drivers abstract

If you have a lot to offer, we have a lot to give! Add your energy to ours and join the Reid's Heritage Homes team by submitting your cover letter and resume to: hrinfo@heritagehomes.com, specifying the title of the position. For more information, visit www.reidsheritagehomes.com.

We thank all applicants in advance for their interest in this position; however, only those selected for an interview will be contacted.

