BEND ALL

Position: **Sr. Technical Support Analyst**
Location: Ayr, Ontario (Near Cambridge, Kitchener/Waterloo)
Hours of Work: Monday to Thursday 8:00AM-4:30PM; Friday 8:00AM-2:00PM
Benefits: Comprehensive Health and Dental, Pension Plan, Course Reimbursement Program and many others.

Bend All Automotive (BAA) is a leading supplier of Automotive Components and Automation Tooling Equipment. BAA supports customers worldwide with leading technology through product design, prototyping, product validation, tool building and a flexible streamlined manufacturing process. Our expertise is not limited to standard forming techniques, but entails the utilization of synchronized manufacturing systems that provide our customers with cost effective and mistake proof solutions.

We are always seeking talented, motivated people to help us grow. We are proud of the quality and workmanship of every part we supply to our customers. Above all, we value our team members because they are the foundation of our success and key to our future.

The **Sr. Technical Support Analyst's** role is to deliver support to the organization's end users with software, hardware and related accessories. This includes troubleshooting applications and software for team members.

Primary responsibilities/accountabilities:

- Providing leadership and hands on technical assistance to all team members across multiple sites
- Maintain the corporate desktop and laptop infrastructure, including defining daily, weekly desktop backup procedures and proactive tracking system (hardware)
- Responsible to maintain the ticket tracking system, resolving and closing tickets. Escalate and track the resolution of issues, and conduct client follow-up
- Maintain, troubleshoot and repair servers, workstations and peripheral hardware, along with conducting installation of new software releases, system upgrades, evaluation and installation of patches and resolution of software related problems, along with ensuring effective system backups and recovery
- Maintain and update company website and intranet systems
- Provide assistance to ERP team and end users
- Maintain accurate and complete up to date software and hardware inventory records
- Monitor and maintain product life cycle and warranty support. Ensures software/licensing compliance using tools to identify and resolve problems

- Responsible for set up and removal of team members (hardware/software)
- Complete documentation as per Systems standards including Change Control, capacity planning and performance management
- Ensure the stability of the Company's systems environment through regular maintenance, testing and implementing of new technologies
- Develops, documents, and implements standard operating procedures and customer service guidelines relating to remote IT support
- Maintain good working knowledge of all firm owned application software
- Provide technical assistance to end users for meetings when required (laptop, projectors etc.)
- Other duties and projects as assigned

Qualifications (education & skills required):

- Post-Secondary education in Computer Science, Computer Engineering or a related discipline
- 3-5 years of related work experience with multi-site locations
- Basic/Intermediate knowledge of desktop operating systems including Windows 10, Windows 8, Windows 7, Windows XP, and Unix operating systems
- Basic/Intermediate knowledge of MS Server 2008/2012/2016 and IBM System i management.
- Basic/Intermediate knowledge of various telecommunications platforms including Rogers Unison and cellular devices (iPhone/Android)
- Microsoft Office 2010/2013/2016, basic/intermediate knowledge required to troubleshoot associated products under the Microsoft Office grouping (Outlook, Excel, Word, PowerPoint, Visio)
- Basic/Intermediate knowledge of Office365
- Working knowledge of networks, comprehensive understanding of LAN/WAN functions including the configuration of Cisco Meraki switches, routers, etc.
- Working knowledge of network based printers and photocopiers for troubleshooting issues with queues & scanned images
- Basic/Intermediate knowledge of Antivirus (Cisco AMP preferred), to identify and prevent virus infections at the desktop level

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Must have:

- Customer service skills including effectively and efficiently responding to inquiries; identifying stated and un-stated customer needs; building relationships with Customers and Vendors; resolving any conflicts or problems that arise
- Prioritization, ability to organize work in order to accomplish multiple and changing priorities within specified time frame
- Ability to learn quickly and understand technology in a high pace, challenging environment

- Proven verbal and written communication skills to interact successfully with team members to gather requirements or identify issues
- Creativity to design and implement viable, cost-effective solutions
- Knowledgeable in end user support by finding root cause issues and providing creative solutions to user problems (software and hardware)
- Able to set own priorities while maintaining flexibility
- Customer focused

We look forward to meeting qualified candidates for this opportunity and encourage those who are interested to submit a resume, outlining salary expectations, to Human Resources, email: careers@bend-all.com

Only candidates that are suitable for this role will be interviewed. Thank you for your interest in wanting to join a strong and committed team of professionals.

Bend All is committed to promoting accessibility for Ontarians with disabilities and complying with the *Accessibility for Ontarians with Disabilities Act*, and makes accommodations available for applicants with disabilities in its recruitment processes. When an applicant for employment is chosen to participate in an assessment and/or the selection process, reasonable accommodations are available upon request in relation to the materials or processes to be used.

www.bend-all.com

PLEASE QUOTE JOB TITLE IN SUBJECT LINE