

Position Title:	Helpdesk Technician	Location:	Leamington
Department:	Corporate IT	Wage Grid:	O5
Reports to:	IT Administrator	Direct Reports:	None

Highline Vision and Values:

Passionately nourish people, community and environment, through embracing our core values, which include:

We do the right thing, always. We lead the way. We are fanatical about quality. We are transparent in our relationships. We always consider the human element. We embrace diversity and inclusion.

Position Summary:

The mission of the Helpdesk Technician is to provide systems users with the best possible experience when interacting with the platforms they rely on to be effective at their assigned duties. The Helpdesk Technician is the first point of contact for all IT related incidents and service requests and is responsible for ensuring the stability, integrity, and efficient operation of the user facing information systems which are used to carry out everyday business functions. The Helpdesk Technician will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues quickly in order to maximize systems user effectiveness.

Expected Outcomes:

1. **Leadership & Code of Conduct:**
 - a. Embrace and support the Highline culture and values, acting as a brand ambassador at all times
 - b. Interact with others in a manner that promotes respect, confidentiality and dignity
 - c. Develop and actively foster an engaged work force, displaying professionalism at all times
2. **Safety:**
 - a. Adhere to Safety Policies, including use of proper Personal Protective Equipment (PPE) and other safety equipment
 - b. Report unsafe conditions immediately to Direct report or member of the Safety team
 - c. Report all incidents, injuries or near misses immediately to Direct Report or Safety Advocate
 - d. Cooperate in the Early & Safe Return to Work Program if an injury or medical illness requires accommodation
3. **Key Responsibilities:**
 - a. Provide support for end users in the use of a range of business applications.
 - b. Maintain end user computer systems and business applications.
 - c. Deliver basic training in the use of IT facilities and services.
 - d. Monitors for compliance of policies outlining acceptable use of company systems, assets and information resource
 - e. Maintain documentation as it relates to system configuration, mapping, processes, and service records.
 - f. Escalate technical issues to the Systems Engineer and/or IT Administrator where required.
 - g. Assists in project implementation groups as needed.
 - h. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing work networks and participating in professional societies.
 - i. Achieves work results by establishing priorities, monitoring progress, revising schedules as needed, and resolving problems as they arise.
4. **Employee Relations:**
 - a. Be the face of IT and provide a professional conduit for all end users in person, over the phone and via digital communications for users to access support in the use of a range of business applications.
 - b. Collaborate with other IT associates to ensure smooth and reliable operation of software and systems that fulfilling business objectives and processes.
5. **Tools and Equipment:**
 - a. Ensures the safe operating condition of equipment and reports unsafe or inadequate equipment to the IT Administrator and/or maintenance department and, if necessary, removes it from service.

6. Cleanliness:

- a. Maintain a consistent and high level of cleanliness and good housekeeping throughout areas of responsibility.
- b. Ensures compliance to Company food safety policies

7. Miscellaneous:

- a. Works closely with all departments and farms to resolve IT issues
- b. Participate in training as required
- c. Participates in weekly IT meeting and other meetings as required

8. Performs any other duties that may be assigned as required

Qualifications:

- Entry Level position, formal education, certification or equivalent experience is beneficial.
- Basic knowledge of common IT systems
- Ability to critically evaluate and troubleshoot complex problems with a keen attention to detail.
- Self-starter who can work independently, is self motivated and is adaptable to a changing environment
- Ability to participate on multi-disciplinary teams.
- The ability to absorb, digest and relate detailed technical, business and regulatory information.
- Strong organizational and communication skills.
- Excellent interpersonal skills.
- Fluency in English, both verbal and written is required.

Work Environment:

- This position is based in Leamington, Ontario
- This position has no fixed hours of work and working extended hours and outside of regular business hours can be expected
- Travel requirements across Canada and the USA
- Must possess a valid driver's license and car

Required Training:

Orientation training, including, Food Safety, Attendance Policy, Conduct Policy, Confidentiality, The Use of Computer Network, Email, and Internet Policy, AODA, WHMIS, Incident Response and Reporting, Emergency Response Plan, Ergonomic Policy and the Highline Stretching Program, Workplace Violence, Harassment, Sexual Harassment and Bullying Policy, Health and Safety Policy, MOL Worker Awareness.

Mobile Device Policy, Computer Policy, Confidentiality, Mental Health First Aid Training.

This job description should not be construed as an exhaustive list of duties and responsibilities to be performed by persons assigned to this position. It is not intended to limit or in any way modify the right of the manager or supervisor to assign, direct, or control the work of associates under his or her supervision. Job descriptions may be revised at any time during the course of employment as required.

Print Name

Signature

Date