



Title: Information technology technician

Luminaires Group, Montreal

Luminaires Group is a North American lighting manufacturers' platform combining strong niche brands. Through strategic acquisitions, The Luminaires Group's brands are: Eureka, Cyclone, Luminis et a-light. The internet address is: www.theluminairesgroup.com

Job Summary:

We are seeking enthusiastic and talented IT technician to work with our team. The IT technician is responsible for providing technical assistance and support related to computer systems, hardware, or software. In addition to providing a very high level of client service, the selected candidate will develop strong relationships, provide user support to both local and remote users, maintain system documentation, and contribute to IT projects as required. Individuals applying for this position must be able to multi-task, have a strong attention to details, professional demeanor, and be able to adapt into a growing and changing environment.

Main responsibilities:

- Serve as the first point of contact for internal customers seeking technical assistance over the phone or email
- Determine the best solution based on the issue and details provided by for internal customers
- Provide accurate information on IT products or services offered by the Luminaires Group MIS Service
- Record events and problems and their resolution in the Help Desk software ticketing system
- Identify and suggest possible improvements on procedures
- Create accounts and configure hardware as part of on-boarding process
- Support audio and video equipment in conference rooms
- Manage and monitor internal assets (equipment and software) to ensure accurate inventory records
- To diagnose and resolve software and hardware incidents, including operating systems (Windows and Mac) and across a range of software applications
- To install and configure server and other IT equipment

Requirements:

- IT College degree or equivalent
- 4 to 6 years of experience in a similar job
- Bilingual (English and French) verbal & writing
- The candidate may be asked to work occasionally in our other divisions in the greater metropolitan area

Knowledge and abilities:

- Experience or certification with Cisco IOS, Cisco Meraki, or Cisco Meraki certified.
- Experience with VDI, virtualization technologies (specifically VMWare), and cloud hosting
- Security software management; Anti-Malware, Anti-Virus, Anti-Spam
- Build, troubleshoot and maintain Windows servers
- Intermediate to extensive knowledge of MS Office applications and Office 365 ecosystem management
- Extensive Microsoft environment knowledge including servers, licensing, AD & GPO, DNS, DHCP
- Working knowledge of fundamental operations of relevant software, hardware and other equipment
- Related experience and training in troubleshooting and providing first level help desk support
- Team interaction and spirit
- Planning and organizing
- Problem analysis
- Problem-solving

What we are offering:

- Competitive salary
- Be part of a dynamic team within a renowned international multi-site growing company
- Working in a creative and evolving environment
- Parking space available

You have good customer service skills, you are a team player and you are well known for your autonomy and sense of organization, send us your resume. Only the selected candidates will be contacted.