



ITS Global, a Canadian owned company based out of Okotoks, is a technology company focused on providing software and hardware solutions and excellent customer support for livestock operations of any size to assist them in running a successful, profitable and sustainable operation.

For our support team, we are currently looking for a **TECHNICAL SUPPORT OFFICER**.

The Technical Support Officer is part of a team supporting mainly our clients in the livestock industry, and focuses on the following **principal functions**:

- Receive phone calls and assist clients using remote connections – troubleshooting software, network and device issues.
- Installation of servers, workstations, software, wired and wireless networks.
- Install and configure RFID devices & scales – running cables and mounting equipment (training provided).
- Ensure all customer activity is logged in the Company's CRM system.
- Provide training where necessary to internal and external customers.
- Inventory management: receiving, shipping and recording of inventory.
- Improve processes within the Company to increase the level and quality of service provided to internal and external customers.
- Some travel to client sites will be required (occasional overnight stays).

EDUCATION, EXPERIENCE & SKILLS REQUIRED:

Education:

- Technical Diploma in Computer Science or related discipline or equivalent experience, in a computer-related discipline, or industry certifications.

Work Experience:

- Experience in a similar technical role.

Skills / Abilities:

- Aptitude for computer systems and new technology.
- Intermediate knowledge of servers
- Demonstrable analytical and problem-solving skills.
- Running cables and mounting equipment (use of power tools).
- Unwavering commitment to providing excellent customer service.
- Strong time and task management skills, managing concurrent activities.
- An aptitude to quickly understand a customer's business and ITS software products.
- Excellent verbal and written communication skills.
- The ability to interact professionally with diverse stakeholders.

MUST HAVES:

- Valid Alberta Driver's license (drivers abstract will be requested)

NICE TO HAVES:

- Working knowledge of Microsoft SQL Server

WHAT WE OFFER YOU:

- Competitive salary (based on qualifications/experience)
- Benefits package
- Flexible work environment promoting family/work balance
- A fast-paced environment with professional and progressive peers
- A great working environment

Please submit, in confidence, a resume detailing qualifications, experience, and references to Human Resources. careers@itslivestock.com - ITS Global, #40, 64062 393 Ave East, Okotoks T1S 0L1 – www.itslivestock.com