



## Desktop Support Technician

**Company:** Thomas, Large & Singer Inc.

**Location:** Markham, Ontario

**Job Type:** Full-Time

**Experience:** 1-2 years

**Education:** College or University

### **Position Overview**

TLS is currently seeking a **Desktop Support Technician** for a full-time position to join our growing team! This position will require flexible hours and is based out of our head office in Markham, but will require some travel between our head office location and our warehouse facility in Brampton.

Reporting to the Director of Critical Infrastructure and Cybersecurity, you will be responsible for providing technical assistance and support related to computer systems, warehouse I.T operations, hardware, and/or software. The individual will be required to respond to queries, run diagnostic programs, isolate problems, and determine and implement solutions. They will also be responsible for ensuring PC security is updated for all users including but not limited to: Anti-Virus, local privileges, PC software, and provide proactive system maintenance as required. This position supports our corporate user base as well as warehouse operations, including wireless access point troubleshooting and Barcoding environment.

### **Responsibilities**

- Field incoming help requests from end users via telephone, online support and e-mail interactions in a courteous and professional manner
- Test fixes to ensure problem has been adequately resolved
- Develop help sheets and other proactive documentation for end-users
- Help in keeping I.T documentation current using Visio drawings
- Provide end user support PC/Laptop provisioning and troubleshooting
- Implements I.T projects initiated by management
- Actively stays current on emerging technologies and issues in support of business efforts
- Stays abreast of significant technological developments that may impact the business
- Provides remote support, troubleshoots, and provides on-call duties when required
- Other I.T service desk duties as assigned
- Play an active role in the disaster recovery team

### **Required Skills & Abilities**

- College Diploma or University Degree in relevant program (IT, Computer Science, Computer Systems)



- Exposure to desktop and server operating systems, including but not limited to Microsoft Windows 10, Server 2016, 2019, Android, iOS, iPad OS and MacOS
- Working knowledge of Office 365, Microsoft Teams, and Active Directory
- Ability to diagnose and resolve technical issues
- Excellent communication skills
- Strong drive to provide excellent customer service and experience, with an awareness of prioritization of tasks
- Excellent organizational skills and attention to detail
- Ability to present ideas in a user-friendly “low-tech” language
- Solid understanding and appreciation for information security within systems and user devices
- Previous desktop support experience preferred
- Must have a Valid Driver’s License and access to a vehicle
- Ability to be flexible with work hours

To apply for this position please send your resume to [HR@tlscanada.com](mailto:HR@tlscanada.com)

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

*Thomas, Large & Singer welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.*

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#### **About Thomas, Large & Singer Inc.**

Since 1912, Thomas, Large & Singer has been a preferred buy-sell distributor in the Consumer Packaged Goods industry for many Canadian and international clients. Over the past century, the company has developed expertise in all facets of the industry from national logistics and warehousing, to order-to-cash, trade promotional control solutions, broker management and sales agency of private label and industrial ingredient solutions.

To find out more, please go to our website [www.tlscanada.com](http://www.tlscanada.com)