



## JOB POSTING

### I.T. Technical Support Administrator

#### About the Company

Virox Technologies Inc. is a leading manufacturer in equipping the entire spectrum of global markets that are concerned with infection control with state-of-the-art antimicrobial technology in the war against microbes. As a research driven company, Virox currently sells branded and private label products and partners with industry leaders in human and animal health markets. All partners have validated the scientific claims and market acceptance of our patented technology called Accelerated Hydrogen Peroxide. We are presently growing at an exciting pace and are looking to add an I.T. Technical Support Administrator to our team.

#### About the Role

As a member of our I.T. Team reporting to the Director of I.T., the *I.T. Technical Support Administrator* provides first-level support and service to users in all aspects of I.T, while maintaining the computers, network and telephone technology services of the Company.

#### Duties & Responsibilities

- Responding to requests for new or configured hardware or software, maintaining inventory records, and keeping inventory up to date;
- Installing new computers and peripherals such as printers;
- Repairing and replacing defective equipment to ensure system integrity;
- Modifying, adding or deleting user accounts, groups and permissions;
- Training users on hardware, software, and updates as needed
- Installing, updating, and repairing software on computer systems;
- Verifying updates are correctly installed on systems;
- Tracking and monitoring day-to-day performance of IT services and systems, and conducting analysis with the goal of maintaining capacity, performance and reliability.
- Troubleshooting and diagnosing hardware and software problems, logging problems and documenting fixes;
- Collecting outdated equipment for recycling or disposal;
- Other projects and tasks, as assigned.

#### What do you need to succeed?

- Post-secondary degree or diploma in Information Technology (I.T.)
- One to three (1-3) years of progressive technical support or helpdesk experience; experience providing technical support in a manufacturing or logistics type environment is considered an asset.
- Demonstrated experience deploying work stations and ability to work in a fast paced environment.
- Certifications and/or experience working with Microsoft Windows operating systems, servers, hardware and software
- Demonstrated experience providing support to users using Microsoft Windows programs, Office, Exchange, Dynamic Great Plains.
- Outstanding listening, verbal and written communication skills.
- Ability to maintain confidentiality.
- Superior customer service skills, including building and maintaining relationships with users, responding to user inquiries, resolving issues that may arise and identifying stated and unstated user needs.
- Strong organizational, problem solving, analytical and information gathering skills.
- Ability to work flexible hours and lift up to 30 lbs as needed.

#### Applications

Those interested in being considered for this opportunity are asked to forward their resumes to [jobs@virox.com](mailto:jobs@virox.com).

*Virox Technologies Inc. is committed to providing accommodation for individuals with disabilities. Accommodation will be provided upon request in all parts of the hiring process as required in accordance with the Virox Technologies Inc. Accommodation Policy. Candidates requiring accommodation are asked to make their needs known in advance.*

*We sincerely thank all applicants who express an interest in this role; however, only those candidates being directly considered will be contacted.*