



Great Lakes Copper Ltd., a Company of Mueller Streamline, has an opportunity for a PC Maintenance Technician to join the IT department on a contractual basis. Great Lakes Copper is a leading manufacturer and distributor of copper tubing and related products. We are based out of London, Ontario and have enjoyed servicing our clients for almost 60 years.

Position: IT SUPPORT TECHNICIAN

Purpose:

Reporting directly to the IT Manager, the PC Maintenance Technician will maintain, analyze, troubleshoot, and repair computer systems, hardware and computer peripherals. This involves documenting, maintaining, upgrading or replacing hardware and software systems. This role also provides end-user support and maintains user account information including rights, security and systems groups. This variety-filled role also involves maintaining the networking infrastructure, photocopiers, fax machines, printers, phone system and security camera systems. This contract is expected to last approximately 6 months. The position will work collaboratively with the IT team and business partners to support, define and analyze business requirements related to the IT Systems at Great Lakes Copper Ltd.

Primary Responsibilities:

Work with the IT team and business partners to:

- Maintain, analyze, troubleshoot, and repair computer systems, hardware and computer peripherals.
- Upgrade or replace hardware and software systems. Support and maintain user account information including rights, security and systems groups.
- Maintain the networking infrastructure, photocopiers, fax machines, printers, phone systems and security camera systems.
- Prioritize and resolve issues as they arise while providing front line user support
- Order hardware and software, code all invoices, and maintain inventory documentation of all hardware, software and licenses.
- Provide on-call after hours support as needed. (There may be times when the PC Maintenance Technician is required to be on-site and/or at the warehouse after hours).
- Complete other duties as required to support the IT department.

Requirements:

- Completed post-secondary education in the IT. (Diploma / degree)
- A minimum of 2 years relevant work experience
- Demonstrated knowledge of PC maintenance, software installation and basic networking functions.
- Superior analytical ability, strong problem-solving skills and high attention to detail. .
- Proven planning, documenting and organizational skills.
- Ability to effectively listen and communicate.
- Ability to facilitate change.
- Demonstrated ability to complete projects from user request to implementation.
- Strong commitment and work ethic.
- Ability to work well in a team environment as well as independently.
- Awareness of IT industry trends



- Familiarity with a variety of the field's concepts, practices, and procedures.
- Capability to support other networking hardware and software such as phones, security cameras, faxes, printers, wiring.
- Knowledge of preparing, installing and maintaining all network devices.
- General knowledge of servers, setting up of profiles, and security.
- Advanced expertise in Microsoft Excel, Word, Outlook, and PowerPoint
- Experience supporting IT users in a fast-paced environment.
- An overall working knowledge of PCs, LANS and peripherals
- Ability physically to maneuver around workstations and climb stairs when needed.
- The ability to travel, periodically, to our warehouse in St. Thomas.

Interested and qualified? We encourage you to apply by forwarding your resume and salary expectations to Suzanne.Jaekel@glcopper.com. We appreciate all interest however only those chosen for an interview will be contacted.

Accommodations for job applicants with disabilities are available upon request during the interview process. To request accommodation during the recruitment process, please email Daniela.Pippo@glcopper.com or call (519)455-0770, ext. 226.