

IT Support - We offer flexible working hours, learning opportunities, and meaningful work.

We are a growing consulting firm based in Guelph, Ontario that offers its employees flexibility, excellent learning opportunities, and the ability to work with amazing people on a daily basis.

SVS staff have the autonomy and support to grow their careers in the direction they choose to help meet our collective mission of a land where all peoples can reach their full potential, share prosperity and uphold their rights. We are aligned in our commitment to doing good work in both our local and client communities, and we are known for our fun company culture and our commitment to providing excellent client service.

A few more key points about SVS:

- Our company is filled with individuals who like taking initiative and thinking outside of the box.
- We believe in creating shared value in every project we work on and we assist Indigenous and non-Indigenous communities and private sector companies in coming together to create shared value for all parties involved.
- We are a Certified B Corp – we believe business should be about making a difference and doing good for both people and places.

The Position: We're looking for an IT Support person to support our consulting team. The pay range we're offering is competitive and negotiable.

- We offer flexible working arrangements.
- We have an incredibly unique company culture that allows us to shine positive lights on our failures and work in an environment where we can learn and grow together, all while doing meaningful work.

Requirements:

- A degree or diploma in Business IT, Business Systems Engineering, Computer Science or equivalent
- Prior experience in tech support, desktop support, or a similar role
- Experience with large data sets and video for current use and archiving
- Networking experience
- Office 365, SharePoint, OneDrive and Teams wizardry
- Experience with mapping technology and programs
- Expertise troubleshooting Windows/ Mac OS
- Experience working with Microsoft Office applications
- Experience with remote desktop applications and help desk software

- Attention to detail and good problem-solving skills
- Excellent interpersonal skills
- Good written and verbal communication

Responsibilities:

- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Advise on programs/platforms for more efficient operations (communication, data sharing etc.)
- Advise on appropriate IT equipment and upgrades
- Support with phones (androids, iPhone, blackberry)
- Work with large data sets for current use and archiving
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this will be in person or over the phone)
- Setting up accounts for new users
- Repairing and replacing equipment as necessary
- Testing new technology
- Providing excellent client service to internal clients and having the teams' back
- Managing the company website

Asset Qualifications: GIS, training, multimedia story-telling or graphic design.

Let us know if you speak: French, Cree, Ojibway, Oji-Cree, Innu, or other languages that might be useful for this position.

We are on the traditional territory of the Attawandaron People. We honour the original ancestors of this land and also offer respect to our Haudenosaunee, Anishinaabe, Mississauga and Métis neighbours. We strive to be accountable by acknowledging this history and cultivating respect in our relationships with our Indigenous neighbours and the land.

We are located downtown Guelph and we are lucky to be close to public transit, restaurants, and parks.

Summing it Up - Why should you apply?

- Fun company culture
- Learning and career growth opportunities
- Flexible working hours
- Meaningful work
- Great coffee



In the spirit of reconciliation and diversity, we are committed to increasing our number of Indigenous employees. Please let us know in your application if you are First Nations, Metis or Inuit.

Send your application to: HR@sharedvaluesolutions.com