PROFILE OF INNOVATION

Job Description:

Title: IT Service Desk Agent
Email: careercanada@schluter.com

Position Description:

The Service Desk Agent is responsible for all Service Desk Services service domains. This role must maintain good working relationships and communication with IT Customers and vendors. A function of this role is collaboration with business areas to gather and document new and existing functionality and requirements while providing recommendations and suggestions for solutions. This role supports, provides end user training and coordinates the implementation of these services. The Service Desk Agent is also responsible for administrating services specified as their primary responsibility. This role also provides second level support for infrastructure and collaboration support for their location.

Primary Responsibilities:

Service Desk Agent

- Maintaining communication with the end user and relevant documentation throughout the life cycle of the service request
- Initiates incident cases or service requests
- Is the responsible owner of incident cases and service requests
- Attempts to resolve incidents immediately
- Fulfills Service Requests
- Categorizes and prioritizes incident cases and service requests
- Forwards incident cases or service requests beyond their levels of competence
- Takes responsibility of incident cases or service requests that have been transferred from other teams
- Coordinates activities of global Schlüter IT teams and/or external support teams to complete the incident resolution or to fulfill a service request
- Validates service requests and verifies the appropriate approval has been granted
- Supports management of CMDB to ensure reliability of CI information and inventory
- Configures and tests Assets prior to delivery and ensures a consistent/high quality delivery of the asset
- Creates Knowledge Base articles and provides updates as necessary
- Supports continuous improvement of ITSM processes

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IT Service Desk Services

- Workplace Services
- Printer Services
- Information Display Services
- Project support as necessary
- User Training, including documentation
- Regional coordination of IT purchases & IT Inventory Management
- Adheres to the ITSM processes in responding to Service Desk requests and Incidents.
- Work cooperatively and effectively with other members of IT Dept.
- Represent Schluter Systems in a positive, professional and enthusiastic manner in all matters

Secondary Responsibilities

- Backup other IT support staff in Canada
- Adhere to company policies and protocols
- After hours support and maintenance as necessary
- Travel as necessary

Required skills/abilities:

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- College Education preferred
- 2+ years of experience supporting desktop hardware and application
- Bilingual (oral and written)

Qualifications and competencies

- Network support experience
- Ability to adhere to defined processes and procedures and suggest improvements
- Ability to work in a team environment and take initiative
- Ability to effectively prioritize and handle multiple tasks simultaneously
- Ability to work within project methodologies
- Knowledge of MS Windows and MS Office
- Excellent written and verbal communication skills
- Service Desk experience preferred
- Basic ITIL Certification a plus

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About Schluter Systems Canada

Schluter®-Systems is a family-owned and internationally renowned company that has been rapidly growing over the last 10 years. The Schluter brand is backed by a team of people working together to create a line of innovative products that provide solutions to the tile industry. We're looking to build our team with individuals who like to think BIG, and want to be part of what makes our products--extraordinary. We are a company that treats its employees, suppliers, and customers as long-term partners. Where success is built on a win-win philosophy and everyone should benefit.

"Profit is not the goal of the business. Profit is the consequence of a job well done"……. Werner Schluter, Founder

*Are you interested in a truly unique and special company? Hear from our employees on what it means to be part of the Schluter family: **http://www.schluter.com/careers** . Then if you're ready to see life in Orange, talk to us about this career opportunity at Schluter®-Systems.*