

IT Technical Support

Genesis Land Development Corp. – Calgary, AB

SEPTEMBER 2024

Company Overview

Genesis is a Calgary based award-winning land developer, creating innovative and successful communities in the Calgary Metropolitan Area, and is also an award winning residential homebuilder through its subsidiary Genesis Builders Group. Genesis is committed to supporting its communities through partnerships like the Genesis Centre of Community Wellness and Genesis Place Recreational Centre. The Corporation's common shares are listed on the Toronto Stock Exchange (TSX: GDC).

At Genesis we believe in the power of relationships. We take pride in our work and our organization. We dare to dream and above all, we value integrity. We offer competitive wages, one of industry's best health & benefit packages, continuing education reimbursements, and career growth within the Genesis team.

Position Title: IT Technical Support

Reports To: Manager of IT

Job Type: Full-Time Permanent

Location: Calgary, AB

The IT Technical Support is an integral part of the Genesis's IT team. The successful candidate will have an established track record in providing superior customer service, be technically proficient, ability to coordinate and work with their team and flexible with taking on, learning, and adjusting to all new tasks assigned and growing as part of a team.

Role Responsibilities

- Provide IT support to all Genesis employees' hardware and software systems.
- Support Windows desktop and mobile clients, applications, connectivity.
- Provide application user training, new employee initial orientation.
- Respond to requests for technical assistance in person, via phone and electronically.
- Identify and escalate situations requiring urgent attention such as network and server connectivity.
- Contact vendors for technical assistance.
- Maintain and update documentation.
- Perform maintenance on desktop and network company devices.
- Maintain server and network system infrastructure.
- Complete other duties as may be reasonably requested by the corporation from time to time such as setting up off-site meeting equipment for audio/video collaboration or collaborate with external vendors.
- IT Technical Support employee is encouraged to advise management team about better tools, processes or fixes that could be implemented and beneficial to IT Department and the entire company.

Competencies and Skills Required:

- Proficiency in Windows Operating Systems
- Excellent interpersonal skills.
- Maintain an open mind and willingness to learn.
- Good written and verbal communication.
- Prior technical support experience required.
- Participate in overtime on-call coverage.
- Optional: Previously obtained Network and Desktop IT Support certifications (CompTIA A+, Network +, ITIL).

Business Hours

- This position works regular office hours i.e, Monday - Thursday from 8:00 am to 5:00 pm and Friday from 8:00 am to 3:00 pm.
- Regular travel to construction sites across the city is required.
- Capacity to work irregular hours when operational and business requirements indicate
- Valid Driver's License

All interested and qualified applicants please apply by sending your resume to **Human Resources Department** at human.resources@genesisland.com with the subject line **"IT Technical Support"**.

We thank all applicants for their interest; however only those selected for an interview will be contacted. No telephone or agency inquiries please.