



World Class Support for IT Systems at Airports

IT Engineer – Toronto Pearson International Airport (YYZ)

Join Our Team

ServiceTec International Services Inc. specializes exclusively in the provision of Managed IT Services to the world's airport and airline industries, and have been doing so since 1989. We operate globally with headquarters in the UK and the USA, and offices in Canada, The Netherlands, Norway and Japan. We partner with airports and airlines of all sizes to manage, maintain, monitor and support business and mission critical IT systems. For further information, please visit www.servicetec.com.

Overview

ServiceTec Airport Services International Ltd (SASI) has an immediate need for a customer-focused entry to mid-level IT engineer to assist with a variety of short-term IT support projects at our customer's location – Toronto Pearson International Airport. Duration of the project will be 8 weeks. This is a temporary contract position whereby you will be working a 40-hour week. The successful candidate will be flexible to work weekdays/weekends, days and nights as required by the customer and site operations.

Main Responsibilities

- Install, configure, and test new hardware, and software.
- Troubleshoot and resolve basic (standard and non-standard) hardware and software support issues.
- Utilize diagnostic tools to troubleshoot and resolve issues with computers, scanners, network connections, printers etc.
- Image/reimage and deploy desktops as needed as per documentation.
- Move hardware around the airport campus as required.
- Work with other support groups as required to finish project requirements.
- Provide daily progress reports

The successful candidate should be a customer service oriented individual, comfortable in desk-side IT hardware/software project deployments, IT Projects, documenting issues, able to walk and stand for long periods of time and the ability to resolve IT problems.

The ideal candidate for this position will have experience in desktop and network support and will have experience in PC imaging and troubleshooting in a large commercial environment. IT Certifications such as A+, MCP, Net+ are an advantage. Additional college or technical training is advantageous.

Our company places a premium on customer service. We are looking for engineers with excellent written and verbal communication skills and possess excellent customer service skills. You must have a sound approach to solving problems and can communicate with customers and partners with confidence. You can proactively make suggestions and develop initiatives for improving customer experience. You are responsive, professional, and deliver

performance that enhances our company's reputation each time you answer a call to deliver on project requirements.

Minimum Requirements:

- 12 months experience in a customer facing computer related position.
- Ability to stand / walk for an 8-hour shift.
- Ability to lift 30 pounds.
- A+, MCP, Net+ or equivalent certifications are an advantage.
- Willingness to work day or night shifts as assigned.
- Experience within a site-based customer service environment

Due to the nature of this position, you will be required to pass a variety of security background checks.

ServiceTec Airport International Services Ltd is an Equal Opportunity Employer and will comply with all applicable local, state and federal statutes concerning equal employment opportunity with regard to all employees whether full time, part time, casual, temporary, seasonal or contract.

The Company will not discriminate on grounds of sex, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, age, race, ethnic origin, colour, nationality, national origin, disability or on other grounds not prohibited by legislation. This policy applies to the process of recruitment and selection (both internal and external), promotion, training, conditions of work, pay and benefits and to every other aspect of employment, including general treatment at work and the processes involved in the termination of employment.

We thank all applicants for their interest; however only those selected for an interview will be contacted.

Should this opportunity be of interest to you, please send your resume and cover letter to: recruitment@servicetec.com