



Airport Systems Support Technician, Level 1 – Toronto Pearson International Airport (YYZ)

Join Our Team

ServiceTec International Services Inc. (SASI) 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

You will be responsible for the company's day to day IT support and maintenance activities at Toronto Pearson International Airport including incident resolution, root cause analysis, hardware replacement, hardware repair, software troubleshooting, software updates, firmware updates, and preventative maintenance on all airport owned equipment.

This is a full-time salaried position with company benefits starting after 3 months of service. The Airport Systems Support Technician Level 1 will work a 40 hrs work week by way of shifts which cover the airport operation 24/7/365. There are 3 shifts - a morning, afternoon, and an evening (overnight) shift. Shifts will rotate.

The ideal candidate for this position will have experience in desktop and network support in a large commercial environment as well as an A+, N+ or equivalent certifications. Additional college or technical training, and /or direct experience working in an airport is advantageous.

Qualifications and Certifications

You must be technically competent to manage and oversee the affairs of the site. While there are a variety of experience and training combinations that will allow this, the typical incumbent in this position will have:

- Bachelor's degree or College Diploma in an IT related field.
- 3+ years IT Service Delivery experience with proven track record of successful customer contract compliance.
- Working knowledge of the following technologies: Microsoft Server Family; Microsoft Exchange, Google applications, and Cloud based storage services.
- Knowledge and understanding in support of large campus networks.
- Experience and confidence in managing customer expectations to meet ServiceTec's goals.
- Knowledge of ITIL v3/2011 framework.
- Strong problem resolution skill set.

- A team oriented mind-set.
- Strong customer service focus.
- A valid passport and driver's license.
- Ability to stand / walk for an 8 to 10-hour shift.
- Ability to lift 50 pounds.

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

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.