

Job Title: Support Representative, IT Operations

Reports To: Manager, Service Management

Department: Information Technology

COMPANY DESCRIPTION

HomeEquity Bank is the leading national provider of reverse mortgages to homeowners aged 55 and over, Canada's fastest growing demographic segment. HomeEquity Bank originates and administers Canada's largest portfolio of reverse mortgages under the CHIP Home Income Plan™ brand. New mortgages are originated on a direct to consumer basis as well as through referral arrangements with the six largest banks, leading mortgage brokers and financial planning firms. HomeEquity Bank has been the main underwriter of reverse mortgages in Canada since its predecessor; Canadian Home Income Plan Corporation pioneered the concept in 1986.

HomeEquity Bank has a highly effective direct-to-consumer distribution model (B2C), as well as an established referral network (B2B), including Canada's major banks, credit unions, financial planners and mortgage brokers.

HomeEquity Bank is exceptionally well positioned for further growth for a number of very important reasons: 1) positive demographic trends in the 55 years old and over segment, 2) wider awareness and growing demand of reverse mortgages in the market, 3) significant barriers to entry for competitors, and 4) HomeEquity Bank's firm position as market leader.

POSITION SUMMARY

The role of Support Representative, IT Operations is an entry level technical support position within the IT department. This person is a first level support provider, responsible for supporting end-users within the organization regarding; PC/laptop, mobile device, printer and general system problems as well as basic support for our proprietary application.

The Support Representative, IT Operations will be responsible for interacting with users at all levels within the organization. The Support Representative, IT Operations will also, in some cases, be responsible for liaising with technology vendors as part of the issue resolution process. The Support Representative, IT Operations, will work directly with and take guidance from and report directly to the Manager, Service Management.

Normal hours are 8:30am – 5:00pm, plus rotating (approx. 1 weekend per month) on call coverage is required. Some evening/weekend maintenance/project work will occasionally be required.

MAJOR ELEMENTS OF THE ROLE

PRIMARY RESPONSIBILITIES

- Triage and resolves incoming IT request tickets and walk-ups regarding, email, voice, data, fax, copier, printer, mobile devices, and applications.
- Remote access support (VPN, Terminal Server, and home office connection advice & support).
- Orders, receives, inventories, configures and deploys computers, software, peripherals and phones for; new employees, periodic hardware refreshes, and specific requests.
- Configures, maintains and troubleshoots the office phone system (user provisioning, password management, etc.).
- Operates, maintains and improves the IT infrastructure (networking, server updates, provisioning systems).
- Works with vendor support contacts to resolve technical problems
- Ensure annual physical inventory of computer related hardware is completed and documented utilizing the ServiceNow platform
- Ongoing maintenance of the equipment inventory database (new equipment, write offs, changes, etc.) including addition of details regarding purchase costs, dates, etc.
- Software installation, removal and troubleshooting
- Active role in remediating patch management issues (DELL KACE)
- End user one-on-one training as required
- Active Directory and Office 365 environment.
 - User provisioning and access management (permissions, group membership, email and distribution lists).
- Deployment of various software solutions

SECONDARY RESPONSIBILITIES

- Review, develop and recommend changes regarding support procedures.
- Assists with logistics, network cabling and desk moves.
- Assist team members with IT projects as required.
- Assist team with support for gather data for audits.
- Recommends solutions to technical and business problems
- Disk Imaging; Microsoft Deployment Tool (MDT)
 - Manage imaging solution and provide support as required.
 - Ensure that all images are maintained at current patch and driver levels for all appropriate systems.
- Assist team with Mobile Device Management; (MaaS360)
 - User provisioning.
- Additional duties, as required

SKILLS AND EXPERIENCE REQUIRED

Education and Experience

- Post-Secondary education in a related field
- 1-year practical business experience
- Pursuit of one of the following certifications is an asset;
 - Microsoft Certifications
 - CompTIA (A+, Network+ or Security+).
 - Knowledge of ITIL

Technical skills

- Basic troubleshooting processes
- ServiceNow experience in Asset/CMDB management and ticket lifecycle
- Active Directory management knowledge/experience
- Windows 7 / 10 operating systems
- MS Office applications (Excel, Access, Outlook and Word)
- Anti-virus monitoring, deployment and administration
- Experience with disk imaging technologies (MDT)
- Mobile Device Management experience is an asset
- Knowledge in scripting languages is an asset

Interpersonal Skills

- Ability to communicate with all levels of the business
- Customer service oriented
- Self – motivated
- Able to work with minimal supervision

Individuals must comply with the Bank's AML, Fraud and Privacy Policies and procedures and be vigilant in the detection and prevention of money laundering, terrorist financing, fraud and the safeguard of all client information.

HomeEquity Bank complies with the Employment Equity Act. Our Employment Equity program is intended to help ensure that all Canadians have the same access to the labour market and to ensure the full representation of members of the four designated groups which include: Women, Visible Minorities, Aboriginal People and Persons with Disabilities.

If you would like more information on the HomeEquity Bank please visit: www.homeequitybank.ca. If you'd like to find out more about the CHIP Home Income Plan solution, please visit www.chip.ca.

Please note that our successful candidate is required to complete a National Criminal Record Check, Education Verification, Credit Check and reference checks.