

JOB DESCRIPTION

POSITION	IT Support Specialist
REPORTS TO	IT Manager
WAGE RANGE	\$30.00-35.00/hr
DATE	September 2025

JOB SUMMARY:

We are seeking a motivated and approachable IT Support Specialist to join our team. Reporting to the IT manager, the IT Support Specialist provides both 1st and 2nd line support across the organization, helping staff with day-to-day IT needs while maintaining and improving our core systems and infrastructure.

Responsibilities

- Provide 1st and 2nd line support for end-users (onsite and over the phone).
- Troubleshoot and resolve hardware, software, and networking issues.
- Manage user accounts: creating, modifying, and disabling in Active Directory, Azure, and Office 365.
- Administer Microsoft Intune and Mobile Device Management (MDM).
- Support and maintain Microsoft 365 applications and services.
- Configure and maintain networking equipment (Fortigate, Cisco, switches, wireless).
- Monitor and support general networking, security, and connectivity issues.
- Assist with onboarding and offboarding processes for staff.
- Document solutions and contribute to knowledge-sharing within the team.

Skills & Qualifications

- Experience in providing 1st/2nd line IT support.
- Strong customer service skills with a friendly, professional demeanor.
- Excellent communication skills and ability to remain calm under pressure.
- Proficiency with Microsoft 365 environments, including Teams, Exchange, and SharePoint.
- Experience with Active Directory and Azure AD.
- Hands-on experience with Microsoft Intune/MDM solutions.
- Working knowledge of Fortigate and Cisco networking environments.
- Solid understanding of general networking concepts (IP, DNS, DHCP, VLANs, VPNs).
- Other related duties as assigned.

Desired Attributes

- Strong desire and proven ability to learn new skills and adapt to new technologies.
- Familiarity with Proxmox virtualization platform (strongly desired).
- Experience with Squirrel POS systems.
- Experience with IT asset management and documentation.
- Knowledge of ITIL processes and best practices.

- Familiarity with security systems (firewalls, MFA, access control).

Additional Requirements

- Must hold a valid Class 5 driver's license with a clean driving record.
- Access to a reliable vehicle with appropriate insurance for work usage.
- Willingness and ability to travel between company locations as required.
- Must successfully pass a security screening as part of the application process.
- Must be eligible for and maintain a BC Gaming Worker license to work in the Casino environment.