

Computer Support Specialist



Competition # 2019 CSS 049

Location: Halifax, NS

Genoa Design International is a marine production design company. Our head office is located in Mount Pearl, Newfoundland and Labrador, Canada. We are opening a new exciting location in Halifax in early 2020. Are you are next IT employee?

As an employee-owned company, Genoa's owners work in the business every day. Genoa operates a dynamic work environment with attention to openness, flexibility, health and wellness, career progression and competitive compensation packages.

If you are looking for a career opportunity with a company whose philosophy is to put people first, create lasting relationships, make a difference, never stand still, own it and to live well, we are looking forward to hearing from you.

What You'll Do

- Troubleshoot and/or resolve computer hardware issues;
- Answer client's inquiries concerning systems and application operations;
- Diagnoses system hardware, software and operator problems; and recommends or performs remedial actions to correct problems based on knowledge of systems operation;
- Provide support for virtual servers and appliances;
- End user support such as the installation of hardware and peripheral components, such as monitors, keyboards, printers, and disk drives on user's premises, following installation specifications;
- Provide external support to Genoa employees located in shipyards, as well as work collaboration with external parties to ensure all IT communications between satellite offices working efficiently;
- Experience with security protocols, secure communications and network-based service deployment and management.
- Assist with minor network support and troubleshooting
- Conduct asset inventory verification.
- Regularly moves/lifts objects 10 - 25 lbs.; lifting of monitors and computer equipment while working in confined spaces.
- Constantly requires visual concentration to read computer monitors, repair and/or install equipment.

What You'll Need In Your Toolkit

- Bachelor's degree or Technical Diploma in related field or equivalent and experience with two years of experience in IT;
- Knowledge of basic networking; Knowledge of applications such as Windows 7/10, Office 365, OneDrive, WebEx/Cisco;
- Knowledge of general productivity software (i.e. MS Office, Adobe Reader/Writer);
- Knowledge of SQL and/or general databases would be considered an asset;
- Great communication and organizational skills; and
- Must be able to work independently and as part of a team, be self-motivated, and work with a flexible schedule.

So, you're a match? Please include competition number 2019 CSS 049 in the subject line of your application submitted via email to jobs@genoadesign.com by December 30-2019. Genoa is an equal opportunity employer and while we are grateful to all applicants, only short-listed candidates will be contacted.

Who We Are

Genoa Design International has been providing production lofting, detail design and 3D modeling services to shipbuilding and offshore industries around the world since 1995. In that time, we've become one of the most sought-after production design firms in the North American shipbuilding market.

With collaboration being the cornerstone of our work, we approach every day with a focus on our core values: Put People First, Create Lasting Relationships, Make a Difference, Own It, Never Stand Still and Live Well. Our customers tell us that our employees' everyday demonstration of our values sets Genoa apart from our competitors.



Why You'll Love Working With Us

Working for us is good for you. Really!

Our collaborative, fun and team-focused workspace is designed to give everyone a voice & the opportunity to make meaningful contributions.

We're an employee-owned company that's used ourselves as guinea pigs in researching what makes a 5-star workplace. It's always evolving, but these are some of the joys we're using to keep the pep in our step:

The 'What You'd Expect' Stuff

- Attractive compensation
- RRSP matching program
- Comprehensive group insurance plan
- Vacation, discretionary days, and yay-cation days- because who doesn't like extra vacation time?
- Employee profit-sharing plan and share ownership plan

The 'Let Us Surprise You' Stuff

- \$1000/yr wellness incentive to buy whatever makes you happy
- Group stretch breaks
- An outstanding commitment to training, development, career growth & opportunity

On a day-to-day basis, you'll notice that our rock 'em sock'em coffee machine will eliminate the need for a morning coffee run. You'll be invited to enjoy assorted extras such as Genoa swag, values points, team-building events, treat trolley, catered lunches and a snack-filled kitchen.



CORE Live Well | Own It | Make a Difference | Never Stand Still
VALUES Put People First | Create Lasting Relationships