

Position Title: Jr. Systems Engineer

Location: Leamington

Department: Corporate IT

Highline Vision and Values:

We aim to passionately nourish people, community and environment, through embracing our core values of **integrity, excellence, care, respect, effort, openness** and **fairness**, in all our activities.

Position Summary:

The mission of the Systems Engineer is to ensure the stability, integrity, and efficient operation of the information systems that are used to carry out everyday business functions. This is achieved by monitoring, maintaining, supporting, and optimizing all networked software and associated operating systems. The Systems Engineer will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues in order to maximize the benefit of investments made in IT systems.

Duties and Responsibilities:

1. Key Responsibilities:

- Provide support for end users in the use of a range of business applications.
- Maintain end user computer systems and business applications.
- Deliver basic training in the use of IT facilities and services.
- Maintain systems to secure and control deployed technologies.
- Monitors for compliance of policies outlining acceptable use of company systems, assets and information resources
- Maintain documentation as it relates to system configuration, mapping, processes, and service records.
- Monitor key performance indicators for the IT systems that reflect on real world impact of these IT systems
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing work networks and participating in professional societies.
- Achieves work results by establishing priorities, monitoring progress, revising schedules as needed, and resolving problems as they arise.

2. Employee Relations:

- Collaborate with other IT associates to ensure smooth and reliable operation of software and systems that fulfilling business objectives and processes.

3. Tools and Equipment:

- Ensures the safe operating condition of equipment and reports unsafe or inadequate equipment to the IT Administrator and/or maintenance department and, if necessary, removes it from service.

4. Cleanliness:

- Maintain a consistent and high level of cleanliness and good housekeeping throughout areas of responsibility.
- Ensures compliance to Company food safety policies

5. Miscellaneous:

- Works closely with all departments and farms to resolve IT issues
- Participate in training as required
- Participates in weekly IT meeting and other meetings as required

6. Performs any other duties that may be assigned as required.

Organizational Relationships:

Reports to:

IT Administrator

Provides Information To:

IT Administrator, Senior Systems Engineer

Qualifications:

- IT Professional with 5+ years of experience
- Knowledge of common IT systems and regulatory requirements.
- Ability to critically evaluate and troubleshoot complex problems.
- Self-starter who can work independently, is self motivated and is adaptable to a changing environment
- Ability to participate on multi-disciplinary teams.
- The ability to absorb, digest and relate detailed technical, business and regulatory information.
- Strong organizational and communication skills.
- Fluency in English, both verbal and written is required.

Work Environment:

- This position is based in Leamington, ON
- This position has no fixed hours of work and working extended hours and outside of regular business hours can be expected
- Travel requirements across Canada and the USA

- Must possess a valid driver's license and car

Required Training:

Orientation training, including, Food Safety, Attendance Policy, Conduct Policy, Confidentiality, The Use of Computer Network, Email, and Internet Policy, AODA, WHMIS, Incident Response and Reporting, Emergency Response Plan, Ergonomic Policy and the Highline Stretching Program, Workplace Violence, Harassment, Sexual Harassment and Bullying Policy, Health and Safety Policy, MOL Worker Awareness.

Mobile Device Policy, Computer Policy, Confidentiality, Mental Health First Aid Training.

This job description should not be construed as an exhaustive list of duties and responsibilities to be performed by persons assigned to this position. It is not intended to limit or in any way modify the right of the manager or supervisor to assign, direct, or control the work of associates under his or her supervision. Job descriptions may be revised at any time during the course of employment as required.

Print Name

Signature

Date