

Mandarin Restaurant, headquartered in Brampton, Ontario, is a legendary franchise chain proudly serving for over 40 years. We celebrate life's special moments and everyday wins with everyone. We do this with high quality food, a warm atmosphere and friendly service for our customers. The chain is comprised of 29 licensed restaurants across Ontario. Each restaurant creates award-winning Canadian and Chinese favorites with every Dine-In, Take-Out and Delivery experience.

The headquarters is currently looking to hire **IT Support**. We are seeking a passionate and results-driven individual to join our team.

RESPONSIBILITIES

- Provide desktop and laptop support of users relating to all software and hardware at the facility;
- Assist to implement hardware upgrades for Personal Mobility Devices users;
- Provide support for IT infrastructure and network projects;
- Maintain IT equipment inventory, software licenses.
- Provide support all office equipment including printers, copiers;
- Create and maintain documentations for software installation, configuration and support procedures;
- Develop software for internal use and maintain existing business software;
- Assist in support and administration of Microsoft Windows servers including application servers, file servers and firewalls;
- Perform problem-solving to identify and resolve computer system and LAN problems;
- Troubleshoot problem areas in a timely and accurate fashion, and provide end-user assistance and training where required;
- Identify solutions for network security; provide Spyware, Adware and, virus protection;
- Responsible for basic troubleshooting of the local office network router and firewall;
- Research, develop and recommend policy guidelines and/or procedures;
- Provide project support for ad hoc and schedule technical projects;
- Perform other related duties as required

QUALIFICATIONS

- Bachelor Degree in Computer studies/Information Technology or related field
- 1 year of experience in Information Technology operations (Fresh graduate will be considered)
- Networking Technologies including: Wireless Networks, VPN, LAN/WAN. knowledge of networking protocols: DNS, DHCP, TCP/IP.
- Advanced knowledge of Operating systems: Windows 11/10/7, Windows Server iOS, Android

- Productivity Applications: Office 365 including Outlook, Office Applications, Teams, OneDrive, SharePoint. Web Conferencing Technologies: Zoom, GoToMeeting
- Web: HTML, CSS, JavaScript, .Net framework
- Experience with PC hardware, printer, router, switch.
- Programming Language: C#, VB, PHP, Java, Python
- Database: SQL Server, MySQL
- Excellent verbal and written communication skills
- Ability to work independently as well as to contribute actively to team objectives
- Exceptional customer service delivery skills
- Strong organizational and time management skills
- Ability to integrate sustainability into IT operations
- Ability to maintain confidentiality
- Be accountable and responsible for actions and decisions
- Travel to locations as required
- Bilingual is an asset (English and Chinese)

Mandarin Restaurant is an equal opportunity employer offering a competitive salary and benefits package. We welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We sincerely thank all candidates who have applied, however, only those selected for an interview will be contacted.