

## **IT/Software Applications Support Specialist**

Perennia's mission is to support growth, transformation and economic development in Nova Scotia's agriculture, seafood, and food and beverage sectors. We are looking for a talented, innovative professional with an understanding and expertise in information technology.

Perennia has an opening for a full-time IT/Software Applications Support Specialist. This position will support both remote and in office team members based in Kentville and Truro. The location of this position is open for a discussion with the knowledge that some travel to the offices will be required based on need. This position will also be working in a complementary fashion with a contractor who supports the hardware and system needs of the company.

This is a unique role that can evolve with the skills and interests of the successful candidate, but a key component would be an understanding of the business needs of the organization and translating these requirements into functional applications/technology solutions.

### **Principal Responsibilities:**

- Research and prepare a review of existing software and hardware for efficiency as well as implementation of new programs to support business needs
- Oversee the implementation of IT improvement/efficiency projects using outside contractors including app and database development
- Oversee and be the main contact for a new hosted/VOIP phone system – oversee the implementation of this new system and organize training for team members with supplier
- Maintain all current software applications with an emphasis on an expert is Microsoft Office 365 and all features and apps and can implement, deploy and train on all areas including SharePoint.
- Be the team master at videoconferencing, including team training, and help produce web-based events using video conferencing
- Be the main contact for team members with any software and training issues
- Assist with configuration and testing of ERP solutions such as new financial software
- Provide testing, and roll out and post 'go live' support for project and solutions in general
- Provide assistance in creating business requirements for future product enhancements
- Triage errors if any and assist internal/external resources correct the software
- Upgrade software or interfaces for better performance
- Continually review the solutions and make recommendations to improve or maintain the solutions
- Installing of various software
- Provide coaching and training to team end users
- Monitor the work of external consultants

**The ideal candidate will possess:**

- University degree or equivalent in Information Technology, Information Systems, System Administration or relevant and adequate combination of training and experience required
- Minimum of 5 years of equivalent experience in the IT industry displaying progressive responsibility and achievement
- Professional IT Certifications
- Excellent knowledge of best practices around management, control, and monitoring of server infrastructure
- Ability to set up and configure server hardware
- Familiarity with backup and recovery software and methodologies
- Excellent customer service skills
- Excellent written, strong communication and interpersonal skills
- Ability to prioritize, multitask and resolve problems efficiently and effectively
- Experience in Telephony-VOIP
- Excellent Analytical Skills
- A proactive and inquisitive attitude with an interest in new technologies and software solutions

Perennia offers a competitive compensation package based on the candidate's skill and experience. This includes base salary, benefits, flexible schedules, personal days, and three weeks' vacation to start.

To apply for this exciting position at Perennia, please email a combined PDF or Word cover letter and resume noting compensation expectations to, [jmacmullin@perennia.ca](mailto:jmacmullin@perennia.ca) by noon on September 21, 2020. Please also include or link to any materials you feel would support your application package.

Only e-mail applications will be accepted. Thank you to all who apply but only those granted interviews will be contacted. For more information about Perennia visit our website at [www.perennia.ca](http://www.perennia.ca).

Perennia is an Equal Opportunity Employer