



With over 145 years of experience, **Heartland Farm Mutual** strives to be the preferred agribusiness and rural insurance specialist. We are courageous. Our team is talented and dedicated, challenging the norm and striving to be better every day. People come first at Heartland. As a result, our focus is on relationships. It's all about delivering a genuine customer experience. We have a team of solution-oriented problem solvers providing expertise on our home, farm, commercial and auto products. We are currently recruiting for the role of:

### **Technical Support/Help Desk – Waterloo**

*This role is located on-site. Heartland Farm Mutual has introduced a number of physical distancing protocols and Health and Safety procedures to mitigate risk.*

#### **What you will do...**

- Technical support skills in dealing with all staff for troubleshooting, diagnosing and solving issues onsite, remote control and telephone.
- Support to end users for both hardware and applications.
- Analyze and troubleshoot user issues as they relate to desktops, laptops, thin-clients, telephones, smart phones and tablets.
- Configuration and installation of various desktop hardware and applications.
- Performing equipment installations and relocations as required.
- Monitoring and tuning performance of various desktop and network applications.
- Concisely document operating and troubleshooting procedures.
- Work with a team of technical support staff to manage help desk requests.

#### **What you will bring...**

- University degree or College diploma in a related field or equivalent training/experience.
- Related co-op experience an asset.
- End user support experience.
- Excellent problem solving and troubleshooting capabilities.
- Solid knowledge of Windows 7 for installation and support.
- Solid knowledge of MS Office 2010 applications for installation and support.
- Microsoft Windows 2012 server, Microsoft SQL, VMware ESX, and Linux OS knowledge is an asset.

As our ideal candidate you are a dedicated professional who thrives in a busy work environment and remains calm under pressure. You are a team player who easily adapts to change and you apply your problem management skills to methodically and logically solve problems on a timely basis. You are self-motivated, detailed oriented and a 'people-person'.

#### **What we offer...**

- A company that truly values integrity, respect, professionalism, transparency, forward thinking, community and environment.
- Ongoing skills development with subsidies for tuition and professional accreditation.
- A defined Incentive Plan where commitment to excellence is financially rewarded.

If you have the qualifications we are seeking and would thrive in a work environment where you are valued and respected, please apply on the company website:

<https://canr58.dayforcehcm.com/CandidatePortal/en-US/heartland/Posting/View/378>

Accommodations are available on request for candidates taking part in all aspects of the selection process. (Only qualified candidates please. No phone calls. No agencies.)

***A Place Where YOU Can Make a Difference! Proudly Canadian. Mutually Owned.***