JOB DESCRIPTION

Position Title: IT Technician   **Job Status:** Permanent, Full-time
Department: Administration   **Reports To:** IT / ERP Administrator

Position Summary

The Information Technology "IT" Technician will support all aspects of information technology and Enterprise Resource Planning "ERP" system (Net Suite) at all Vista locations (CAN/USA/MX). The IT Technician will drive the functionality of cutting edge technology infrastructure within Vista Solutions. The position will be responsible for the day-to-day support of Vista IT Infrastructure and Net Suite administration.

The incumbent will support the IT / ERP Administrator domiciled in Canada while partnering with finance, office administration, business development, and project management teams to develop best in class processes for functionality, adoption, application effectiveness and management reporting and will troubleshoot, maintain, and resolve hardware, network, and cloud and local software issues.

Duties and Responsibilities

Under the supervision of the IT / ERP Administrator, the duties and responsibilities of the IT Technician include, but are not limited to, the following:

IT Support
- Troubleshoot and resolve hardware, network, cloud and local software issues reported to the IT Service Desk (Freshdesk), connecting and escalating to third-party support as needed;
- Update network applications as required;
- Replace or repair defective IT parts and equipment;
- Conduct technology training for new users/new hires;
- Provide technical support to the team;
- Participate in regular meetings with the IT / ERP Administrator to analyze IT support needs;
- Conduct briefings and demonstrations for users to enhance system productivity;
- Assist in the development of IT training coursework and materials;
- Maintain and expand knowledge base in area of expertise;
- Attend courses to develop and keep skills and knowledge current;
- Comply with continuing education requirements;
- Increase efficiencies, technical ability and interpersonal skills within themselves;
- Perform routine cloud application monitoring and performance benchmarking;
- Monitor and remove virus, spyware, and other non-authorized software;
- Support the overall information security posture of the company; and
- Complete special projects as requested;

ERP Administration
- Maintain and perform daily management of Net Suite system;
- Act as a point of contact for application support managing and escalaing to Net Suite support as needed;
- Perform technical and system administration, including data integration with external systems;
- Support functional and technical requirements, system configuration, data integrity and all system-related policies and procedures;
- Define and write functional requirements based on staff business needs;
- Manage user access and maintain proper system access/roles/rights;
- Plan, review and customize Net Suite as needed to meet needs of staff, with the support of the IT / ERP Administrator;
- Ensure system adoption and satisfaction, including training users on the Net Suite application relevant to their jobs;

- Provide support to users and maintain proper system access; and support end user technical requests;
- Monitor end-user usage of systems, track performance, perform daily administrative and support tasks and maintain and date system documentation;
- Support the implementation of policies, procedures and guidelines to ensure the quality of data and perform regular data audits;
- Assist in resolving data integrity issues;
- Develop functional testing and rollout of customizations, custom objects, new enhancements, application releases and system integration based on user/business needs;
- Document and follow formal policies, procedures and protocols for changes, customization, standards, usage, etc.;
- Responsible for providing product feedback to vendor and tracking of requested enhancements with the support of the IT / ERP Administrator;
- Manage business process testing for ongoing Net Suite upgrades; and
- Support user requests for new searches, reports, KPI's and dashboards.

Other
- Other duties as assigned.

Minimum Requirements

- Bachelor's Degree or related diploma in a relevant field
- The candidate must be bilingual: English and Spanish
- Working knowledge of ERP Software, Microsoft Office, Adobe Acrobat, JavaScript, HTML, XML, and SQL
- Experience with relational databases, SQL development, data integration and analysis
- Strong analytical and problem solving skills
- Project management, system implementation and system integration experience is an asset
- Ability to balance technical skills with business acumen
- Ability to transform end-user needs into technical and functional requirements
- Excellent customer service skills
- The ability to form relationships both externally and internally
- Excellent written and verbal communication skills
- Self-motivated individual who can work with direction, while keeping key constituents apprised of project status
- Experience with software in a 'Software as a Service' (SaaS) environment is a definite advantage, as is experience with financial accounting, customer management and sales force automation software
- The candidate must have the ability to travel across the US/Canada/Mexican border (work Visa will be provided by Vista Solutions, if necessary)

Working Conditions

- Work normal business hours but may be required to do some work in the evenings or outside normal working hours;
- Able to work on a computer for long periods of time;
- Required to work in a busy, open area office which may result in constant interruptions;
- Required to spend long hours concentrating which will require attention to detail and high levels of accuracy; and
- Required to meet a number of deadlines which may cause stress.