

Position: Junior IT Support

Reports to: Director of Technology

Job Type: Full-Time

About rennie & Our Culture

We are real estate at its thoughtful best. We see real estate as a means to build better communities and improve lives. For more than 40 years, we have been leaders in the field because we consistently put people and relationships first.

Integrated under rennie are Developer Services, Consumer Services, and rennie Museum. Founded on collaboration, we intentionally foster a supportive environment between our inhouse Intelligence, Technology, Conveyance, Finance, Marketing, and Advisor Teams. Together, we are the definition of strength in numbers, and individual success is team success.

We have partnered with developers throughout Western Canada and Washington State to help acquire, plan, design, market and sell some of the region's largest and most successful communities. Integrating market intelligence, strategic perspective, and industry experience, our head office team of 90 and more than 160 Realtors in the field work seamlessly to deliver products and sales to build clients' brands and ensure continued success. Whether our clients are buying a home, selling a home, or building a community, they can depend on rennie and our team of trusted advisors to bring expert knowledge and trusted experience, while delivering exceptional service.

The main office of rennie is headquartered in Vancouver's Chinatown district in the historic renovated Wing Sang building, originally built in 1889. The spectacular space includes an inhouse museum, a rooftop garden with stunning views of the city, and unique collaborative workspaces.

About the Opportunity

Our in-house technology team works to solve problems with unique solutions to improve the online experience for home buyers and sellers on both presale and resale. We conceive and create easy-to-use online tools used by our Real Estate Advisors, in-house teams and industry professionals to enhance our connection with prospective buyers and sellers.

We are responsible for all technology for all employees and advisors, from network infrastructure, hardware, software and general technical support; providing solutions for the organization spread across 4 locations.

Continually analyzing the needs of the organization, we are proactive in approach ensuring systems are updated, hardware is functioning, and operations are running smoothly and securely.

As our Tier 1 Tech Support, you will join the IT arm of our team, in providing quality and efficient technical support to our organization in a variety of areas. You understand the need to communicate effectively at a technical and non-technical level, with a variety of user groups, providing solutions to everyday technical problems. You are proficient with Mac and Windows environments, and are comfortable around a windows server as you are solving an email issue. You don't hesitate to raise a red flag when you come across certain situations, and you lend your voice to continuously improving our IT initiatives.

You are available and have the ability to drive and pickup new hardware, or complete installations at any of our locations.

Alongside this incredible opportunity, you are excited about adapting to new technologies, researching new methodologies and seeking continuing education to hone your craft in an evolving industry. You will participate in mentorship programs, rennie tech events including Friday family lunches, and various corporate events throughout the calendar year.

Responsibilities:

- First level technical support contact for the organization by phone, email, and in person
- Field and follow up on requests in a timely manner from staff and advisors.
- Work with our IT Specialist to complete prioritized tasks.
- Manage zendesk support queue.
- Create accounts and configure hardware as part of the onboarding process.
- Assist in monitoring and maintaining networks.
- Resolve technical issues in relation to software or hardware.
- Support 4 locations with hardware and security needs.
- Process requests for moves, additions, and hardware changes.
- Support audio and video equipment in meeting rooms.
- Manage and monitor internal assets and assign out as needed.
- Support printers, scanners and other computer peripherals.
- FOB Maintenance and Distribution
- Maintenance of phone systems
- Hardware installs, pulling cable, mounting TV's

Desired Skills/Experience:

- 1-2 years of relevant experience in a customer focused position involving technical knowledge of a company's products and services.
- 2 years' experience in both Mac and Windows operating systems and hardware.
- Client connectivity - ethernet, TCP/IP and VPN.
- File server knowledge.
- Strong customer service skills.
- Strong analytical skills, collaborative problem-solving ability, and attention to detail.
- Proficiency in the English language with excellent communication skills, both written and verbal are a must.
- Ability to communicate technical concepts, written and verbal to a wide range of end-users.
- Collaborate and communicate with honesty and kindness.
- Impeccable time-management skills.
- Ability to work after hours or on weekends for incident response.
- Have a vehicle to travel between locations.

Bonus Points:

- Technical certifications such as <network>, <a+ hardware>, etc.
- Post-secondary education in computer science or an equivalent combination of education and work experience.
- Active Directory maintenance.
- Enterprise deployment of antivirus / anti-malware.
- Experience in GSuite Enterprise.
- Experience with Unifi Hardware.
- You love food. This team loves food.

Please Note: This is a Vancouver-based office position, with remote working opportunity. Some driving will be required between suppliers and offices.

If this looks like the position for you, please email your cover letter and resume to careers@rennie.com. We thank all candidates for their interest, however, only select individuals will be contacted.

For more information, please visit: <https://rennie.com/about>