Build More Than Just A Career

Our people are our success. They are also adventure-seekers and difference-makers who are committed to a shared vision – to offer the best of the best in project delivery services. When you join ONEC, you join a community that seeks to help you build more than just a career. You will build working relationships and partnerships that become friendships, build ideas that become realities and build skills that help you grow personally and professionally. We want you to love what you do so that together we can do great things.

About ONEC

ONEC Group has been building projects in Western Canada for over 20 years. As an EPC and EPCM provider, our services include multidisciplinary project services including project & construction management, engineering & design, procurement & logistics, geomatics & survey, fabrication & construction, mechanical & electrical installation, and scaffolding & insulation. We are the only mid-sized firm in our industry that offers this collective expertise under one roof. Because of our company's size, clients get to know our team and always work with the same people, resulting in stronger working relationships and efficiency. We are agile in our approach to project delivery because we are able to pivot quickly and adjust our standard processes to suit specific clients' needs. ONEC believes in local leadership and we engage top talent from the communities we work in. We understand that local knowledge and presence are key to not only our overall business success but the economic success of the communities we work in.

Career Details

Job Title: IT Service Provider
Number of Openings: 1
Job Type: Full-Time/Permanent
Minimum Level of Education: Post-Secondary Degree or Diploma in computer science, or an acceptable combination of education and relevant experience required.
Office Location: Edmonton, AB
Application Deadline: Until Filled

Position Summary

We are seeking an IT Service Coordinator (ISC) that will be responsible for service coordination relating to users, devices, and planning. This individual will install, configure, and support the software and hardware components of internal/external user devices, as well as deploy and maintain all systems, applications, and related computer equipment. The ISC is also responsible for liaising between our staff and Managed IT Service Provider. The ISC will work with internal departments to provide quality service and ensure that the needs of the internal departments are being met. The role is forward-facing with staff and external resources, so strong interpersonal skills are a must. This individual will be responsible for coordinating with our MSP and our HR teams to ensure proper setups and deployment while onboarding and providing required support when offboarding employees.

The role will also involve supporting the strategic planning and long-term vision of our information systems by working with our vCIO, supporting budgeting activities, and supporting reporting to the executive. The successful candidate will be reporting to the Director of Corporate Services.

Other responsibilities include:
- Supporting the planning, development, and management of information systems.
- Administering and maintaining the use of all peripheral equipment (computers, printers, AV, etc.).

- Providing training and orientation for staff on services, applications, and equipment, ensuring that appropriate operational documentation is produced.
- Planning end-user training as required.
- Assisting with the implementation, deployment, and operation of information systems and technology solutions for business needs.
- Assisting senior management and Managed IT Service Provider with the direction and facilitation of network strategic and tactical planning.
- Staying informed on new or emerging trends and technologies that provide clear benefits to the organization, business partners, and/or customers.
- Working with MSP to perform testing for security and quality control purposes.
- Creating status reports as required and presenting findings to senior management.
- Managing, supporting, and tracking in-house software applications across business units, including licensing, tracking, installation, and end-user support.
- Managing and supporting in-house applications such as the Intranet site/SharePoint.
- Supporting our Project groups in the set-up and deployment of remote networks and hardware for project-related requirements.
- Managing and maintaining operations systems such as VOIP, security systems, and asset inventory management.
- Performing other duties as assigned.

Our Ideal Candidate

- Post-Secondary Degree or Diploma in computer science, or an acceptable combination of education and relevant experience required.
- Minimum 3-5 years of experience.
- Able to effectively communicate both verbally and in writing.
- Knowledge of databases applications such as SQL and Access would be an asset.
- Knowledge of networks, firewalls, encryption, and other aspects of network security technologies.
- Strong project management skills would be an asset.
- Ability to explain technical concepts and theories to non-technical audiences.
- High degree of resourcefulness, flexibility, and adaptability.
- Ability to work in a diverse and inclusive organization.
- Ability to maintain confidentiality.
- Ability to manage and inspire teams.
- Ability to multi-task and work in a fast-paced office setting.
- Proficient in Microsoft Outlook, Word and Excel, and Microsoft Project software.

Application Instructions

ONEC Group is an equal opportunity employer. Positions are filled by means of open competition where the selection is based on job-related skills, training, experience, and suitability. Final candidates will be asked to provide references. The results of the reference check must be acceptable to ONEC Group. We also consider different experience levels and knowledge and candidates with less experience may be considered for lower-level positions.

We thank all applicants in advance however only individuals selected for interviews will be contacted.

ONEC Group accepts resumes via online application at http://onecgroup.com/careers/ or via email at hr@onecgroup.com. Please only submit in Word format.