The Highfield Investment Group is a diverse private holding company with operational interests in real estate, commercial and residential development, hospitality and gaming, oilfield services and the thoroughbred horse racing industries. The company's holdings are managed by a small team of executives with an entrepreneurial spirit, a strong work ethic and an unwavering passion for business and the opportunities it presents.

We are seeking a dynamic and detail-oriented Desktop IT Support to join our Racing and Entertainment Centre's Team. In return, we offer a competitive base salary and benefit package along with the opportunity to broaden your exposure to multiple industries and businesses. This position is located at Century Downs Casino and Racetrack.

Reporting to the Manager of IT, the successful candidate will, be the first contact for the day-to-day systems support needs of the Casino Team. You will be responsible for providing support to end-users with remote desktop support tools. In addition, you will document any work performed, deployments and configurations in IT documentation repositories and Ticketing System. As a strong team player, you will provide technical support for AV equipment, manage software deployment and upgrades. Being a dynamic individual, you will enjoy working in a busy "hands on" company environment.

The successful candidate should possess the following qualifications:

- Post-secondary education or certifications in Information Technology, Computer Science, Business Systems, or a related field coupled with 3+ years of experience in a technical support role (internships and co-op placements included).
- Strong time management, ticket management, problem-solving, and organizational skills.
- Provide comprehensive technical support to end-users via help desk platforms, addressing issues related to hardware, software, and network connectivity.
- Troubleshoot and resolve desktop support issues across Windows, macOS, including software troubleshooting and hardware repairs.
- Support the setup and maintenance of computer hardware components such as desktops, laptops, printers, and peripherals.
- Document issues, resolutions, and workflows meticulously for tracking tasks and for incident management to ensure transparency and continuous improvement.
- Familiarity with networking concepts such as LAN setup, firewall configuration, VPN access, and troubleshooting network issues.
- Previous experience with Linux and SQL databases
- Experience supporting remote users through VPN connections, and remote desktop tools is highly desirable
- Ability to apply strong communication and active listening skills to understand business needs and provide appropriate solutions.
- Experience in a support role with the understanding of the importance of what it means to deliver exceptional service.
- Be willing and able to travel to Edmonton location as required
- Be flexible and open to wearing multiple hats, learning new tools, technologies, and responsibilities as needed

If you feel you are the positive team player we are looking for, please forward your resume for review. We appreciate the interest of all applicants, however, only those selected for an interview will be contacted.