

Opportunité de carrière

Termont Montréal Inc. ("Termont") is a container terminal operator based out of the Port of Montréal. Our Maisonneuve Terminal has been running for over 25 years and provides operational expertise, cargo-handling, and container-handling services such as receiving and discharging import and export cargo, and transloading containers directly to trucks and railcars. We are equipped with specialized cranes and intermodal terminal equipment, and we use meticulous inventory control systems to track our customers' shipments as they progress through the port.

We are looking for candidates to fill a position of IT Technicien with Termont Montréal Inc.

Reporting to the Assistant Director of IT, the IT Technician acts as a first respondent to support IT operations at the Maisonneuve and Viau container terminals. He holds a key role in ensuring the quality of the service provided and, through a rigorous work ethic, improves its efficiency and fosters its growth.

Your responsibilities will be to:

- Provide IT expertise, as a first respondent to intervene with unionized and non-unionized employees within the company and the Maritime Association;
- Receive requests from various employees (in person, by phone, by e-mail), prioritizing them, monitoring their progress, and ensuring their resolution, per the level of service required;
- Identify issues, finding timely solutions, and assisting employees using established channels.
- Escalate technical complex cases to the appropriate members of the IT team.
- Perform tasks related to the configuration, installation, operation, and troubleshooting of mobile devices, gatehouse kiosks, office computers, printers, and the telephone system;
- Provide different teams with support and training for various computer equipment and related software;
- Improve communication and sharing information by maintaining an informative written knowledge base;
- Participate in testing and documenting new technical features when required;
- Monitor the creation of user accounts and accesses to the IT systems;
- Manage all computer equipment and systems (monitoring, repairs, warranties, contact with suppliers);
- Contribute to the implementation, migration and integration projects;
- Providing support in English and French by phone, e-mail, and in person after standard hours (Dynamic environment of 24/7 logistics requiring good reactivity and tolerance to stress);
- Accomplish any other related task.

We are looking for candidates with:

- Diploma of college studies in a relevant field, or diploma or attestation of studies that is recognized as equivalent;
- Technical certification an asset;
- At least two years of experience relevant to the position;
- Good understanding of computers, telecommunications equipment, and other devices within our computer population;
- Good communication skills in both English and French, spoken and written

- Curious and resourceful;
- Good problem-solving ability;
- Analytical capability;
- Ability to work in teams;
- Strong customer service skills;

We are offering:

- A full-time permanent employment;
- Exciting work environment;
- A wide range of benefits, including group insurance, a pension plan.

If you are ready to take up the challenge, please send your resume to the human resources department by email at yourcareer@logistec.com

If you want to know more, visit our website: www.logistec.com/www.termontmtl.com