

IT Support Specialist



Are you a detail-oriented professional with a passion for technology, problem-solving, and keeping systems running smoothly? Horst Systems is hiring an **IT Support Specialist** to provide essential technical support across our office, shop, and field teams.

In this role, you'll take ownership of troubleshooting hardware and software issues, managing user accounts and devices, and supporting technology needs to ensure uninterrupted business operations. You'll also assist with onboarding/offboarding and help maintain accurate IT documentation.

If you're eager to grow your IT skills in a collaborative, fast-paced environment, we'd love to hear from you.

Who We Are

Horst Systems is an industry leader in the design and construction of custom grain handling and storage systems in Ontario. Dedication to quality, innovation and excellence in customer service makes us the choice for farmers and agri-businesses. We recognize that our success is achieved through our hard-working and dedicated teams.



Why join us

- Have a lasting and positive impact on our customers
- Play a role in our business growth and success
- Competitive salary based on skill and experience, with a salary range of \$30 to \$40 per hour (depending on experience and qualifications) with a 40-hour work week
- Monday to Friday work schedule
- Year end bonus
- Paid training and development
- Health care spending account and company pension plan

Key Responsibilities

- Provide technical support for computers, tablets, phones, and printers
- Set up and deactivate user accounts across various platforms (Microsoft 365, AutoDesk, Axis)
- Deploy and maintain workstations and devices throughout their lifecycle
- Assign and track software licenses and access levels
- Support onboarding and offboarding procedures
- Maintain up-to-date IT documentation and system records
- Assist with PC updates, QuickBooks patches, and annual device maintenance
- Support shop technology, including CNC systems and GeoTab
- Provide basic user training in Microsoft 365 and common tools
- Other duties as needed.

What You Bring:

- High school diploma required; post-secondary IT training is an asset
- 5+ years of experience in IT support or service desk role
- Strong troubleshooting, communication, and documentation skills
- Familiarity with Microsoft 365, user account management, and networking basics
- Experience with mobile devices, CNC support, or GeoTab is an asset
- Detail-oriented, dependable, and committed to excellent customer service

Ready to apply? Forward your resume with cover letter to recruiting@horstsystems.com

We thank all applicants for their interest, however, only those selected for further screening will be contacted. Horst Systems Ltd. is dedicated to maintaining a respectful, fair and equitable work environment, and welcomes submissions from all qualified applicants. If accommodation is required during the selection or interview process, it will be available upon request. This job posting is available in an accessible format upon request.