

IT Support / Web Development Specialist

Terms of Employment: Permanent, Full Time

Company Overview: Northernchem Inc., headquartered in Niagara Falls, Ontario, is a Canadian high-tech chemical and pharmaceutical company providing quality products and research & development. Our business includes (1) New drug R&D (2) Pharmaceutical intermediates (3) Natural & health products (4) 3D Printing.

Hours: 38.75 hours per week

Salary: \$35,000 ~ \$45,000 per year

Location of Work: 8485 Montrose Road, Niagara Falls, ON, L2H 3L7

Responsibilities:

Key responsibilities include:

- Work closely with the Web Developer to test all new features and functionalities across all web platforms.
- Analyze web data to monitor website performance
- Review current web content to identify areas for improvement
- Provide proactive IT support, troubleshooting, and repair for computer hardware and software (including servers, network and disk drives).
- Be available for support of staff workstations, laptops, tablets, monitors, keyboards, printers, phones, etc.
- New employee workstation setup and configuration.
- Create and implement a reliable backup solution and crash plan.
- Secure network and workstations.
- Perform routine updates and maintenance to software applications, hardware, network, and back-up solutions.
- Effectively document IT procedures, system configurations, and network layouts.
- Work closely with different departments to streamline computer processes and procedures.
- Afterhours support as required.

Qualifications:

- A minimum of bachelor's degree in computer science or related field
- Strong knowledge of HTML and CSS3
- 2-5 years of web programming experience

- Understanding of e-commerce Web Platform and Online Order Processing Procedure
- Strong understanding of an array of computer equipment, peripherals, mobile devices as well as standard software applications (MS Office, Windows Operating Systems, VPN client software (Cisco AnyConnect), Remote Desktop tools, Active Directory, Server Administration, Remedy, SCCM, and RSA Security Console)
- Understanding of inbound marketing, influencer marketing, account based marketing, and sales processes
- Direct experience in Magento, cPanel Control Panel. Willing and able to learn those specific tools in the first 30 days.
- Prior experience Google advertising (or similar) and analytics
- Well organized and able to keep multiple activities moving forward in parallel
- Computer, mobile device and social media savvy. Social media platforms include but are not limited to Facebook, Twitter, LinkedIn, Instagram, and WeChat
- Advanced knowledge/skill with business software such as G-Suite or Microsoft Office
- Experience and Familiarity with email marketing
- Time management skills - must be able to work independently and pace oneself to complete own work
- Ability to work in a team and communicate effectively
- Detail oriented and demonstrates ability to quickly build working knowledge and understanding of related technologies
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Preference for application will be given to veterans, to Canadian citizens, and to permanent resident, in that order

Benefits:

Medical, group insurance, short/long term disability, dental care, health care, and vision care

We thank all applicants for their interest, however we will only contact those applicants that best meet our needs and qualifications.

Contact Information:

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