



JOB TITLE: IT Specialist

DEPARTMENT: Finance & IT

LOCATION: Bracebridge

JOB TYPE: Full Time Permanent

Proudly celebrating 25 years, Muskoka Brewery is a caring and open-minded Ontario Craft Brewery who is passionate about our grassroots culture, our values and the beer and spirits we make. Inspired by the nature in our backyard, we feel strongly connected to each other, our customers and to our communities. This place that we share has made us strong and determined. We are passionate about our beer and spirits. We are Muskoka Brewery, and we are here to make our mark, one glass at a time.

We are currently seeking a hands on, technically savvy and passionate craft beer loving IT Specialist to join our team. Reporting to the Director of Finance, the successful candidate will have a strong background in application development infrastructure, virtual platforms, network and physical security, as well experience supporting a manufacturing environment. The right person will have an understanding and desire for efficiency and cost-effective solutions. You will have the ability to work in a fast-paced and exciting environment. You will be responsible for monitoring, maintaining, optimizing, and improving our IT infrastructure supporting our system and security development operations of our business.

What this role looks like

- Provide updates, troubleshooting and monitoring of all hardware, software, and security applications on various platforms.
- Coordinate with our various technology partners to find the best possible solutions to any infrastructure or server challenges
- Receive queries from the team and resolve issues via telephone, remote support, email or in person.
- Manage Microsoft desktops, server applications, cloud-based services, printers, desk phones, smartphones, soft assets such as system logins and software, as well as portable devices in person and remotely.
- Ensure devices connect with the server and other areas as needed seamlessly.
- Maintain IT documentation procedures, downtime reporting, best practices and installation sequences effectively communicating any concerns, network threats or other informative updates to the team
- Lead hardware/software evaluations/reviews and recommend asset purchases aligned with IT budgets.
- Maintain documentation related to tool settings, troubleshooting steps and escalation points.
- QA new automations thoroughly and proactively in order to prevent mistakes and avoid problems during and after feature/systems roll out, including assistance maintaining the company ERP and Intranet
- Keep informed on internal and external changes that impact Team Members on a regular basis, to ensure that automations are optimal and up-to-date.
- Work with the brewery Controller to ensure compliance around Internal Controls and procedures
- Remain up to date with trends and industry standards, including cyber security updates in the IT landscape



Qualifications

- College or University degree, 3+ years experience in Information Technology preferred.
- Strong skills supporting Microsoft operating systems and applications in a domain environment
- Ability to support a mixed environment of Macintosh and PC
- Must be proficient in Office, Hardware / Software installation and troubleshooting, iOS and Android, Laptop Imaging, and general networking.
- Working knowledge with networking protocols such as VPN, VOIP, DNS, and TCP / IP preferred.
- Experience working with SharePoint is preferred
- Excellent attention to detail and an interest to dive deep, along with the ability to define and implement new automations and processes across platforms and teams.
- The ability to resolve issues independently and quickly, frequently crossing multiple system boundaries.
- Familiarity with root cause analysis processes, accompanied by excellent problem solving skills to suggest and/or deploy solutions.
- Strong ability and desire to collaborate with cross-functional teams to improve existing processes by identifying security gaps and ensuring appropriate documentation and maintenance for all tasks within their area of responsibility.
- Excellent communication skills and a people centric approach to their work
- Have previous remote work experience and appropriate remote work set-up - such as quiet space, stable internet connection, and a back-up location.
- Available for emergencies when permitted.

Who You Are:

- You are Thirsty - You are always learning and seeking ways to make things better.
- You have Resolve - You work hard and are unwavering in your beliefs. You are determined to succeed, and you are motivated by the success of the Muskoka Brewery Team members.
- You are Caring. You are accountable for your duties and have strong integrity.
- You are Authentic. You lead with humility and empathy, respecting and learning from the perspectives of others.
- You are Unique -Our diversity makes us stronger as a team. You respect, share and learn from others differences.

Our ideal candidate has a passion for our culture, our brand and being an active member of our team.

Please note: only those shortlisted will be contacted. AT MUSKOKA BREWERY, WE WELCOME EVERYONE. WE PROUDLY STAND FOR EQUALITY, RESPECT, INCLUSION, AND ALWAYS SPEAKING UP. We are committed to providing a safe and dignified work environment for all employees and candidates, regardless of gender, race, ethnicity, sexual orientation, disability, neurodiversity, religion, or any other aspect of their identity. If you require assistance or a reasonable accommodation in completing the application materials or any aspect of the application process, please contact Human Resources.

We thank you for your interest.

