



Driven by a love of plants, Pure Sunfarms is one of Canada's largest, single-site, licensed producers of high-quality, greenhouse-grown cannabis based in BC's Fraser Valley (Delta). We are proud to bring together individuals from a wide breadth of industries, backgrounds, and experiences, and promote a culture of belonging where everyone can truly be themselves – in every form of expression that is natural to them. This is our priority and guiding light at Pure Sunfarms, driving our uncompromising approach to quality and success within the Canadian recreational cannabis market. We believe our differences are our strengths, letting us look at cannabis in a whole new light.

The Desktop Support Analyst will provide technical support to all company IT systems, networks, security systems, and technical production equipment, and provide support and customer service to all company staff, and occasionally visitors and guests.

ESSENTIAL FUNCTIONS

- Install and configure computer systems, diagnose hardware and software faults, and solve technical and application problems associated with administrative offices and production facilities
- Monitoring and maintaining computer systems and networks
- Participates in discussions, projects, and planning of IT & Security initiatives
- Manages and maintains desktop environment, endpoint protection, email security, mobile device management, encryption, and provisioning and deployment
- Respond to Helpdesk tickets and service requests in a timely and professional manner, escalating to senior IT staff when appropriate
- Works closely with application support personnel to help resolve and troubleshoot issues
- Responds to issues associated with IT infrastructure, systems, and production equipment
- Communicate with the team and other departments for any IT support related issues
- Documenting and sharing all acquired knowledge concerning problem resolutions.
- Setting up and disabling user accounts and profiles
- Prepare equipment for deployment to client locations, including rebuilding, testing, cleaning, and packing
- Assist with the technical design and architecture of IT infrastructure
- Provides physical support for the movement of equipment around the facilities
- Provide support to external clients as required
- Occasional after hours and weekend support may be required

OTHER DUTIES

We work in a fast pace environment, rolling up our sleeves to build something bigger than ourselves. Other duties may arise from time to time/most of the time and as a team, we look to support each other.

YOUR BRAND, YOUR STORY

We already know you love working with technology, but we want to know more about your strengths. You're good at the following:

- Completion of at least a post-secondary diploma in a related field, and certification in computer programming, support, or network administration is required, or a combination of education and experience
- CompTIA, A+, Server+, Network+, Security+ (with at least one certification required)
- Windows, and MacOS operating systems: 1 year (Preferred)
- Customer service-oriented and proactive in anticipating and resolving problems while maximizing efficient use of computing resources
- Thorough knowledge of Windows family (10, Server 2012+), Office 365, Mac OS, networking concepts and implementation, and security best practices
- Ability to work in a team environment as well as independently with minimal supervision
- Ability to learn new skills and adapt to a fast-paced working environment.
- Ability to work under pressure and prioritize tasks and projects effectively
- Solid troubleshooting, problem-solving, and analytical skills
- Excellent interpersonal and communication skills
- Must have the ability to obtain RCMP Criminal Record Check and maintain security clearance

At Pure Sunfarms, we are growing our team with the same care we devote to growing our plants. We're proud of the diverse and inclusive culture that we've built and are excited to learn more about your experiences and how you can contribute to Pure Sunfarms and the cannabis industry.

Please send your resume directly to careers@puresunfarms.com