IT Support Technician and Business Analyst (Onsite, Richmond Hill L4B 1L5)

About Visual Defence

Visual Defence (VDI) is a leading provider of software solutions for the transportation and infrastructure sectors. The company provides solutions which leverage cameras to generate intelligence using fixed cameras and in-vehicle cameras. The company is a leading artificial intelligence software provider and is well known for its technology, CityROVER, which automates detection of incidents in the municipal and transportation sectors. The company is rapidly growing with extensive services provided world-wide.

Our accomplishments would not be possible without our biggest asset – our people. We always look for exceptional individuals to join our growing team and help us make and deliver products that make a positive impact on people's lives.

For more information about us and our products and services, you may view our corporate website: http://visualdefence.com

Position

As an IT Support Technician and Business Analyst at Visual Defence you will be compiling, interpreting, and reporting information on a variety of data types. You will generate sales leads and support all sales activities including developing relationships with new and existing customers alongside, contractors, and consultants/engineers.

You will also be responsible for providing technical support to the firm's staff, troubleshooting hardware and software issues, and managing the firm's IT assets. This role requires expertise in IT support tools and technologies, such as help desk software and remote desktop support.

About the role

- Maintenance and expansion of the daily prospect's database.
- Conduct research and analysis as needed on current and potential industries and clients related to the areas of Cleantech, such as Sustainable Smart Cities, Energy, Forests, Minerals / Metals, Earth Sciences, Green Manufacturing, Carbon & Climate Mitigation, Energy, Efficiency & Green Buildings, Resource Conservation, Environmental Protection, or other as requested.
- Learn & understand the commercial and technology behind our AI platform.
- Collaborate with the company's management to determine necessary strategic technical solutions, research objectives and go-to-market approaches.
- Develop reports and proposals as requested.
- Develop projections and forecasts based on reports showing expected sales and the potential effects of new strategies.
- Administrative duties related to reports and prospects to ensure accurate reporting.

- Educate clients and potential partners about the company's products and services.
- Assess requirements and resources and recommend the appropriate goods or services.
- Provide full support to end users for all their IT issues, service/change requests over the phone, email or onsite as required.
- Install and configure hardware and software components.
- Install physical hardware and wiring as required.

Requirements

- 2+ years previous experience working within a technical support environment.
- University/College degree within a related discipline or equivalent work experience.
- CCNP/ CCNA certificate is an asset.
- An excellent communicator verbal and written.
- Highly motivated, energetic and result oriented.
- Must be extremely organized, proactive and detail oriented.
- Self-motivated to work independently.