

Rogers Foods

<https://rogersfoods.com/job/customer-service-representative-2>

Desktop & Network Support Analyst

Description

LEVEL: Salary

SUPERVISOR: Principal Enterprise Architect

RANGE: \$65,000.00 – \$85,000.00

GENERAL PURPOSE:

The Desktop & Network Support Analyst provides responsive, practical technology support for Rogers Foods and Miller Milling employees and operations. This position is the primary day-to-day contact for help desk triage, workstation and peripheral support, account and device provisioning, asset tracking, Microsoft licensing support, and basic Dynamics 365 assistance. The position also supports local network connectivity, coordinates vendor support activity, and maintains accurate technical documentation and knowledge articles.

Qualifications

• Required:

- Diploma, technical training, or equivalent experience in information technology or a related field
- Two or more years of experience in desktop, help desk, network, or systems support
- Working knowledge of Windows, Microsoft 365, Active Directory or Entra ID, endpoint tools, and mobile device support
- Practical understanding of networking concepts, including TCP/IP, DNS, DHCP, Wi-Fi, VPNs, and switching
- Experience installing, configuring, and supporting computers, printers, peripherals, operating systems, and business software
- Experience using a ticketing or service-management platform
- Ability to follow security, approval, confidentiality, and change-control requirements
- Clear communication skills and a service-oriented approach with users at all technical levels
- Authorization to work in Canada and meet company screening or site-access requirements

Preferred:

- Experience with Microsoft Intune, Defender, Azure, SharePoint, Teams, Exchange Online, or PowerShell
- Experience supporting Dynamics 365 or another ERP platform
- Experience with Zendesk, remote-support tools, IT documentation, or asset-management systems
- Experience supporting users in manufacturing, warehouse, food production, or operational environments
- Microsoft, CompTIA, Cisco, ITIL, or similar certification or training
- Basic scripting or automation experience

Hiring organization

Rogers Foods Ltd.

Employment Type

Full-time

Industry

Manufacturing

Job Location

44360 Simpson Rd, V2R 4B7,
Chilliwack, BC, Canada

Base Salary

\$ 65000 - \$ 85000

Date posted

October 26, 2026

Responsibilities

Help Desk and End-User Support

- Receive, prioritize, document, and resolve help desk requests
- Provide Level 1 and Level 2 support for computers, mobile devices, printers, scanners, and common business applications
- Troubleshoot hardware, software, access, printing, connectivity, and performance issues
- Communicate status, next steps, and resolutions clearly to employees

Device Lifecycle, Asset Management, and Licensing

- Configure, deploy, recover, and securely retire computers, mobile devices, peripherals, and accessories
- Maintain accurate IT asset, warranty, lifecycle, configuration, and disposal records
- Support procurement and coordination of approved hardware, software, cellular devices, and technical services
- Assist with Microsoft 365 and other software licensing, assignment, reclamation, and usage tracking

Identity, Access, and Employee Lifecycle Support

- Complete onboarding, role-change, and offboarding tasks for accounts, devices, applications, and access permissions
- Perform password resets, multifactor-authentication support, session resets, and routine access support
- Follow approval, security, and least-privilege requirements for access changes

Dynamics 365 and Business Application Support

- Provide routine Dynamics 365 and business application support
- Document symptoms, business impact, and troubleshooting steps before escalation
- Coordinate with business-systems staff, Microsoft support, and vendors to resolve assigned issues

Network, Infrastructure, and Site Support

- Support workstations, printers, wireless access, network drops, meeting-room technology, and other site equipment
- Troubleshoot LAN, WAN, VPN, Wi-Fi, DNS, DHCP, cabling, switching, and Internet connectivity issues
- Assist with technology installations, moves, projects, outage response, testing, and verification

Documentation, Security, and Continuous Improvement

- Maintain knowledge articles, procedures, configuration records, and support checklists
- Follow information-security, access-control, change-management, and data-handling requirements

- Report suspected phishing, malware, data exposure, unauthorized access, or other security events
- Recommend practical improvements to reduce recurring issues and improve support processes
- Participate in team meetings, training, audits, projects, and cross-training as assigned

Other:

- Ability to travel occasionally and work outside normal hours when required
- Aware of critical control points as they relate to product liability
- Responsible for compliance with Canada Labour Occupational Health and Safety requirements
- Follow Good Manufacturing Practices while performing job duties and tasks