



TURF CARE
Helping your business grow.



Desktop/System Support Technician

About Us

Join the Turf Care family and discover an engaging work culture with an award-winning organization where you can learn and grow to your full potential.

Turf Care's success has been built on strong relationships and the talent, knowledge, and quality of our team. We are committed to supporting and developing our employees by fostering a culture that offers challenging, stimulating, and rewarding opportunities.

For 50 years, Turf Care Products Canada, a privately owned company, has been a leading distributor of best-in-class equipment, irrigation products, and service to golf courses, municipalities, and landscapers. Turf Care is proud to have been named one of Canada's Best Managed Companies for four consecutive years, achieving Gold Standard recognition. Learn more about us at www.turfcare.ca.

About the Opportunity

Based out of our Head Office in Newmarket, Ontario (near Highway 404 and Davis Drive), we are currently seeking a full-time Desktop/System Support Technician.

We offer a competitive compensation package that includes bonus opportunities, 100% employer-paid health and dental premiums, a matching Group RSP plan, advancement opportunities, and a variety of other company-provided benefits.

If you enjoy helping people, solving technical problems, and being part of a team that values continuous learning and growth, this may be the opportunity for you.

Key Responsibilities

- Provide first- and second-level support for desktops, laptops, mobile devices, printers, and related hardware/software.
- Install, configure, and maintain end-user devices, peripherals, and approved software applications.
- Set up and support new user accounts, hardware, and access rights in accordance with IT policies.
- Troubleshoot and resolve hardware, software, and network connectivity issues.
- Support cloud-based services including Microsoft 365 (Outlook, Teams, OneDrive, SharePoint) and Azure Active Directory.
- Assist with VPN, multi-factor authentication, and endpoint security configuration.
- Provide basic network support, including troubleshooting connectivity issues (wired/wireless), assisting with switches, firewalls, and network printers.
- Maintain and update workstation, licensing, and software inventory records.
- Document troubleshooting steps, processes, and knowledge base articles for internal use.
- Collaborate with IT team members on system upgrades, patching, and security best practices.
- Provide remote support for staff at multiple locations across Ontario.
- Perform other reasonable IT-related tasks as assigned.

Skills & Competencies

- Strong written and verbal communication skills, with a customer-focused approach.
- Ability to work independently as well as in a team environment.
- Excellent problem-solving and troubleshooting skills across hardware, software, and networking.
- Strong organizational and time management skills with the ability to prioritize and meet deadlines.
- Comfortable working in both in-person and remote support scenarios.
- Valid driver's license (occasional travel to branch locations may be required).

Qualifications

- Minimum 1+ year(s) of experience in a desktop or helpdesk support role.
- Post-secondary diploma/degree in Computer Science, Information Technology, or related field.
- Relevant certifications (CompTIA A+, Microsoft 365 Certified: Modern Desktop Administrator, ITIL Foundation, etc.).
- Solid knowledge of Windows 10/11 and Microsoft 365 applications.
- Experience with Active Directory, Exchange Online, Teams administration, and basic networking concepts.
- Strong understanding of network fundamentals (TCP/IP, DNS, DHCP, VPN, Wi-Fi).
- Familiarity with endpoint security tools, patch management, and mobile device support (iOS/Android).

Turf Care Products Canada Limited is committed to providing a barrier-free work environment in concert with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, Turf Care Products Canada Limited will make accommodations available to applicants with disabilities upon request during the recruitment process.