



Job Title: Information Technology Intern
Reports to: Manager, Corporate Applications

Department: FINIS
Location: Toronto Office

Company Overview

At Jamieson Wellness, we're dedicated to improving the world's health and wellness with our portfolio of innovative natural health brands. Established in 1922, Jamieson Vitamins is our heritage brand, available in over 40 countries and recognized as Canada's #1 consumer health brand. We manufacture and market sports nutrition products and specialty supplements under our Progressive, Precision and Iron Vegan brands, and market products by Lorna Vanderhaeghe Health Solutions (LVHS), the #1 women's natural health focused brand in Canada. In 2017, Jamieson Wellness was named one of the top ten most reputable companies in Canada. For more information please visit jamiesonwellness.com.

Overall Responsibilities

Reporting to the Manager, Corporate Applications the IT Intern will manage the IT Help Desk, supporting all staff located at the Toronto Office. They will interact with other IT resources in the organization to support IT initiatives require on-site management.

This internship/contract will be for approximately four (4) months, with the possibility of extension.

Specific Key Responsibilities & Duties

- Support staff with day to day personal computing and printing issues
- Respond to daily user requests and resolve issues in a proactive manner
- Basic support for applications including: Windows, MS Office, Outlook, etc.
- Communicate to non-technical end users effectively
- Capture essential information for escalated troubleshooting
- Collaborate with other IT staff
- Assist in setting up new workstations/laptops/printers
- Assist in cataloguing company inventory
- Receive, inventory and configure new equipment
- Able to learn and adapt to different systems quickly
- Participate in supporting of multi-scale IT projects
- Recommend and be proactive in driving solutions
- Support staff from our Mississauga Office one (1) day per week

Knowledge, Skills & Abilities Requirements

- Support staff with day to day personal computing and printing issues
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- Receive, inventory and configure new equipment
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- Participate in supporting of multi-scale IT projects
- Recommend and be proactive in driving solutions
- Ability to travel freely to and from Toronto and Mississauga

Our Values

TEAMWORK – We collaborate towards common goals and objectives; We celebrate wins and learn from losses together; We appreciate and value each other’s contributions; We ensure our team goals trump individual or departmental interests;

ENTREPRENEURSHIP – We foster creative, innovative and empowered thinking at all levels; We are agile and Responsive to changes; We are consumer obsessed and data based; We demonstrate initiative and take calculated risks;

ACHIEVING RESULTS – We achieve stretch goals; We objectively use data to measure progress; We lead with a passion for winning; We demonstrate a bias for action; We show a consistent commitment to excellence and expect it from others;

INTEGRITY – We do what we say; We do what is right even when it’s not easy; We demonstrate mutual respect and inspire trust; We seek and accept accountability; We take a quality approach in everything we do;

TRANSPARENCY – We communicate openly, honestly and directly; We encourage productive and respectful conflict to develop the best solutions; We provide and share information to enable sound decision making at all levels;

EXTERNAL FOCUS – We continually seek understanding of forces that affect our business, customers, consumers, government, technology, competition and suppliers; We proactively solicit the views of the outside world on how we’re doing and what to improve; We foster relations with outside influencers to gain proactive insight in the latest developments that could affect our business; We review and discuss necessary change regularly to incorporate it into our strategy.

Jamieson Laboratories Ltd. is an Equal Opportunity Employer and welcomes and encourages applications from all interested and qualified candidates. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, Jamieson Laboratories Ltd. will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform Jamieson Laboratories Ltd. Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.