GARDAWORLD Careers

GardaWorld - Set up Coordinator - Stoney Creek - 50k

Reference	1453673300
Work locations	Hamilton (Ontario, Canada)
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Job Title: Setup Coordinator II - 50k

Department: Global SETUP

Reports To: Setup Coordinator Supervisor

Work model: hybrid (mainly in person with occasional isolated work)

Position Summary

Configuration Coordinator II supports tracking and life-cycle audits of SIM cards, registry software issues and licenses for Global SETUP team members, and studies the high use of data using approved troubleshooting steps and simple technical corrections. The role of the team also complements assigned projects, helps resolve and close low-complex technical cases and the tasks of the Commercial Force – including during the end-month rushes – supports training and contributes to the team's manuals.

The coordinator performs familiar tasks with minimal supervision, following established procedures and working through their training and access authorizations. Complex issues and changes requiring approval are enhanced to the appropriate global SETUP supervisor or team.

Key Responsibilities 1. SIM Card Tracking and Verification. Update SIM records to reflect activations, site or device assignments, reassignments and deactivations. Compare SIM records with available reports, identify missing or incorrect information, and document corrections or tracking required. Report outstanding discrepancies to supervisor. 2.

Software License Issuance. Deliver available software licenses, such as Avigilon licenses, to Global SETUP team members for assigned work. Record each licence issued, its recipient and the site or device associated with it; keep records of allocation and availability up to date. Report missing information on licences, duplicate assignments and licensing shortages to the supervisor.

3.High use of data Audits and surveys. Review data usage reports, identify exceptionally high use, and investigate affected SIM, site or device using approved tools and procedures. Apply simple technical corrections to training and access permissions; check subsequent use to confirm if problem is resolved. Document findings, changes and results. Ensure that the appropriate supervisor or team within Global SETUP can address complex or unresolved issues.

4.Special Projects, TaskRay and Case Support • Complete projects and tasks accurately assigned within the time constraints; report blockers or delays promptly to the supervisor. • Help resolve and close assigned low-complex technical cases and TaskRay tasks of the commercial force, including during the end-month rushes, when needed.

5.Training and manuals •Help train other configuration coordinators on assigned tasks, approved procedures and record keeping. •Create or update manual sections and task instructions, including screenshots, if necessary, for supervisor review.

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6.Documentation and Other Duties

Keep track of, audit findings, working notes and supporting evidence accurate and up-to-date. • Perform other tasks according to assignments.

Qualifications and Requirements

Education •Bachelor’s degree in Information Technology, Computer Science, or related field (preferred) •A college diploma, certificate, or coursework in IT

Experience •Exposure on VMS platforms such as Immix, Avigilon, Syncro, Orchid, and similar. •Basic knowledge of IP camera systems and alarm configurations

Skills • Basic IP network understanding • Greater attention to details and process compliance

Certifications Preferred •CompTIA A+ or equivalent

Performance Expectations •SIM and license files are accurate, up-to-date and supported by clear documentation. •Surveys of the use of high data record findings, attempted corrections, results and any required escalation. •The projects and tasks assigned are completed accurately and on time; blockers are reported early. • Salesforce TaskRay's technical cases and tasks are closed with clear notes on checks, actions and results; complex problems are appropriately intensified.

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