



POSITION: Service Desk Specialist
STATUS: Full-Time
LOCATION: Kohl & Frisch Limited (Concord, ON)
REPORTS TO: Manager, Technology Support
DEPARTMENT: IT

Founded in 1916, Kohl & Frisch Limited has a solid reputation in the healthcare industry that distinguishes it as the only national, Canadian-owned and operated wholesale distributor. A family-owned company, it is one of Canada's leading national distributors and is the essential link between pharmaceutical manufacturers and healthcare providers. Kohl & Frisch is fully equipped to service large chain retailers, independent pharmacies, clinics, and hospitals for all their Rx, OTC, home healthcare, and front shop needs.

Primary Role of This Position

The IT Service Desk Analyst at Kohl & Frisch is responsible for delivering exceptional customer service and technical support across the organization's offices and Distribution Centre's. This role involves the maintenance, configuration, deployment, and decommissioning of a wide range of hardware and software, including desktops, laptops, thin clients, printers, and telephony systems. The analyst will also serve as a subject matter expert in device and account security and must be proficient in supporting Microsoft 365 environments.

Additionally, a successful candidate will ensure timely resolution of technical issues, maintain high standards of accuracy, and proactively contribute to the continuous improvement of IT operations and processes.

Major Responsibilities

- + Serve as the first point of contact for IT support via phone, email, and ticketing system.
- + Identify, diagnose, triage, and/or resolve technical issues for users, including hardware, software, and network problems.
- + Escalate unresolved issues to the appropriate team or level of expertise and follow up to ensure resolution.



- + Record details of incidents, troubleshooting steps taken, and resolutions in ticketing system.
- + Administer and maintain Active Directory, including user accounts, computer objects, and group/permissions.
- + Manage and support endpoint devices (laptops, desktops, mobile devices) within K&F offices and DCs using various device management tools.
- + Manage IT asset inventory, ensuring accurate tracking, updates, and compliance with organizational policies.
- + Create and maintain clear, concise, and user-friendly documentation for IT processes, and provide end-user training.
- + Ensure adherence to security policies and procedures when handling user information and system access.
- + Deliver a positive and helpful experience to users while resolving their technical challenges.
- + Participate in rotational on-call support and respond to urgent issues outside regular hours.
- + Contribute to IT projects, initiatives, and other duties as required.

Required Skills & Qualifications

- + College diploma in IT, Information Systems, or a related field, or equivalent experience in IT support environments.
- + 3–5 years of experience in a Service Desk or IT Support role with a strong focus on customer-facing support, or equivalent experience in a customer support role with a focus on IT-related services.
- + Demonstrated expertise supporting LAN architectures, Windows OS (10/11, Server 2008/2012), Microsoft Active Directory, DNS, DHCP, SQL Server, and the Microsoft 365 suite including Outlook, Teams, SharePoint, and OneDrive
- + Experience with endpoint management tools such as Intune, Endpoint Central, and Microsoft Defender.
- + Experience with ITSM tools, remote support, and asset management.
- + Strong analytical, problem-solving, and communication skills – both verbal and written.
- + Ability to educate users and provide training on systems and applications
- + Ability to work independently with minimal supervision and manage multiple priorities effectively.
- + Working knowledge of various computer diagnostic utilities and tools



Preferred Experience

- + ITIL v4, A+ and any other IT certifications are highly desirable and will be considered an asset
- + Experience with Dynamics 365 and compliance/security best practices.
- + Familiarity with mobile device management and video conferencing tools.

How to Apply

If you are interested in applying, please submit a cover letter and a résumé to:
recruitment@kohlandfrisch.com.

Please ensure you specify the job title, Service Desk Specialist, in the subject line of your email.

Kohl & Frisch would like to thank all applicants for their interest. Only those candidates who are selected for an interview will be contacted. Kohl & Frisch Limited welcomes applications from individuals with disabilities and provides accommodations upon request for candidates taking part in the selection process.