

**Desktop Support Co-op (Fall
2024)**



Phone :
Web :

Job Summary

Vacancy :
Deadline : Jul 15, 2024
Published : Jun 15, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Who We Are; What We Do; Where we're Going

Magnet Forensics is a global leader in the development of digital investigative software that acquires, analyzes, and shares evidence from computers, smartphones, tablets and other IoT related devices. We are continually innovating so that our customers can deploy advanced and effective tools to protect their companies, communities, and countries.

Grayshift and Magnet Forensics have come together as one organization to accelerate innovation and transform digital investigations for our customers. We're pleased to share that the combined organization is operating as Magnet Forensics. The combination of mobile, cloud and computer forensics expertise under the Magnet Forensics name underscores our dedication to providing comprehensive, end-to-end DFIR solutions. This includes our commitment to helping with access to modern digital devices lawfully with our renowned product suite. And, our focus on innovating for the DFIR community, along with our shared mission, continues to be the top priority.

Where we are today, is not where we will be tomorrow.

Your Role

The Desktop Support Co-op is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software, and related infrastructure. The successful candidate will need to be thorough, organized and be able to manage time effectively in a challenging, fast-paced environment. This individual participates in technical research and development to enable continuing innovation within the infrastructure. Network troubleshooting skills, system administration skills, and the ability to work with others and prioritize time are must have skills.

What You Will Accomplish

- Perform daily system monitoring, verifying the integrity and availability of IT Systems
- Reviewing system and application logs, and verifying completion of scheduled jobs such as backups
- Working with others on technical issues, and be responsible for related follow-up and providing timely updates on issues
- Documenting internal procedures
- Installing, supporting and managing desktops as well as analyzing logs and identifying potential issues with computer systems
- Performing updates, audit and configuration changes of systems and software as well as documenting the configuration of the system
- Adding, removing, or updating user account information, resetting and passwords, etc.
- Making sure endpoint security is up-to-date and monitoring for security issues

What We Are Looking For

We're looking for someone who checks off most, but not all, of the boxes. It's more important to us to find a candidate who can display **indicators of success** through skills they have developed and experience they have been a part of, than to find folks who have "been there, done that". We want to be a part of your development journey, and we'll learn as much from you as you learn from us.

Desired Skills and Experience:

- Knowledge of Windows 10, Apple OSX, Linux, Apple iOS, and Android
- Knowledge of Active Directory and Group Policy and Directory Services/LDAP
- Knowledge of virtualization technologies (Hyper-V, VMware)
- Knowledge of storage technologies (SAN, NFS)
- Knowledge of common security technologies (EndPoint Software, MDM)
- Knowledge of networking technologies (i.e. TCP, Routing, Switching, Firewalls)
- Knowledge of web application environments (Java, ASP)
- Knowledge of relational databases (Microsoft SQL Server, Postgres, MySQL)
- Flexibility in scheduling with a willingness to work extra non-standard hours as required
- Interpersonal and verbal and written communication skills

The Most Important Thing

We're looking for candidates that can provide examples of how they have demonstrated Magnet **CODE** in their previous experiences:

CARE – We care about each other and our mission to make a difference in the world.

OWN – We are accountable for our results – while never forgetting to act with integrity, empathy, and respect.

DEDICATE – We put our heart and soul into meeting the needs of our customers and helping them serve the people they protect.

EVOLVE – We are constantly innovating and exploring new ways to work together to make an impact with our work.

We're committed to continuous learning and are focused on building a diverse and inclusive workforce. This commitment will be reflected in our hiring processes and embedded in our values and how we treat one another. If you're interested in this role, but do not meet all of the qualifications listed above, we encourage you to apply anyways.

Magnet Forensics is an Equal Opportunity Employer and considers applicants for employment without regard to race, colour, religion, sex, orientation, national origin, age, disability, genetics or any other basis forbidden under federal, provincial, or local law.

We are committed to providing an inclusive, accessible recruitment process and work environment. Accommodation is available to all applicants upon request throughout the hiring process. If you require accommodation, please let our talent team know, or you can email aoda@magnetforensics.com.

All offers of employment at Magnet are contingent upon satisfactory completion of a background check. All background checks will be conducted in accordance with all applicable laws. Magnet will consider each position's job duties, among other factors, in determining what constitutes satisfactory completion of the background check. Refusal to consent to a background check may be grounds for revoking an offer of employment.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
