

Desktop Support Co-op (Winter 2025)



Phone :
Web :

Job Summary

Vacancy :
Deadline : Oct 13, 2024
Published : Sep 13, 2024
Employment Status : Co-op
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 IoT-related devices. We are continually innovating so our customers can deploy advanced and effective tools to protect their companies, communities, and countries.

Serving over 4,000 customers in over 100 countries, our solutions are playing a crucial role in modernizing digital investigations, helping investigators fight crime, protect assets, and guard national security.

With employees based around the world, Magnet Forensics has been expanding our global presence with offices in Waterloo and Ottawa, Canada; Atlanta, GA, Herndon, VA, Westminster, CO; and Singapore. As a part of Magnet Forensics, you can expect to make a difference in the world, no matter what role you play. You'll be supported through learning and development, not to mention an incredible team with unbelievable talent and integrity.

If you think you would be the right person to join our team working towards this goal, we would love to hear from you!

Your Role

The Desktop Support Co-op role is a hands-on, internal customer focused role, providing day to day support to Magnet Forensics employees. The Co-op's primary accountability will be to the End User, ensuring that Magnet Forensics' employees are equipped and able to perform their roles.

What You Will Accomplish

- Installing, supporting and managing desktops as well as analyzing logs and identifying potential issues with computer systems.
- Working technical issues, and responsibility for related follow-up and providing timely updates on issues using the ticketing system
- Documenting internal procedures and knowledgebase articles for end-users
- Performing updates, audit and configuration changes of systems and software as well as documenting the configuration of the system.
- System monitoring/configuration, verifying the integrity and availability of all hardware.
- Reviewing system and application logs, and verifying scheduled jobs
- Providing support outside normal hours of work
- Other duties as required.

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:

- Currently enrolled in a Computer Science program.
- Experience working in a customer facing environment.
- Demonstrated ability in dealing well with ambiguity, prioritizing needs, and delivering measurable results in an agile environment.
- General understanding of Networking Fundamentals (TCP/IP, DNS, DHCP, etc.)
- Keen sense of teamwork, personal integrity, responsibility, and accountability
- Highly organized in time management and documentation
- Strong self-starter attitude with excellent problem-solving skills
- Understanding of general asset management practices (procurement, assignment, and disposal) and the use of database to track information.

Working Conditions:

- General office environment/Work from home office environment
- Prolonged sitting – 6+ hours
- May be required to work extra hours.
- Ability to commute to the office for at least 2 days per week.

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.

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
