

Helpdesk Support Specialist



GHGSAT

Phone :
Web :

Job Summary

Vacancy :
Deadline : Sep 03, 2024
Published : Aug 03, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

GHGSat offers greenhouse gas detection, measurement, and monitoring services to industrial and government customers around the world. The company uses its own satellites and aircraft sensors, combined with third-party data, to help industrial emitters better understand, control, and reduce their emissions.

We are seeking a customer-focused individual to join our team as a Helpdesk Support Specialist. In this role, you will be responsible for deploying, managing, and providing support on Linux, Windows, and mobile devices. You will also follow the security best practices while ensuring proper communication and user satisfaction.

Responsibilities:

Support

- Provide first-level support for technical issues, including software applications, hardware malfunctions, and network connectivity problems.
- Diagnose and resolve technical issues on Windows, Linux, and mobile devices.
- Ensure timely follow-up on unresolved issues to maintain user satisfaction and provide updates on progress.
- Maintain clear and accurate records of user interactions, support requests, and resolutions in a ticketing system.
- Document support activities, solutions, and procedures for knowledge sharing and reference.

Device Management

- Keep track of all IT assets, including computers, mobile devices, peripherals, and software licenses.
- Assist in the set-up and configuration of new Windows and Linux devices for end-users, ensuring that all necessary software and updates are installed with tools like Ansible.
- Monitor hardware and software to ensure optimal performance, including updates and patches.
- Diagnose and resolve issues related to printers, conference equipment, and other peripheral devices.

Network Management

- Configure and maintain networking equipment in company data center, ensuring optimal performance and uptime.
- Monitor network performance and troubleshoot issues related to hardware, software, and connectivity to maintain seamless data flow and minimize downtime.
- Implement security protocols and regular updates for physical servers and networking systems to protect company data and infrastructure from potential threats.
- Coordinate with vendors and service providers for hardware procurement, repairs, and upgrades, ensuring all equipment meets company standards and operational requirements.

Skills:

• Technical Skills:

- Solid understanding and hands-on experience with Linux and Windows operating systems
- Proficiency in using command-line interface (CLI), scripting, and troubleshooting
- Good understanding of networking & networking equipment
- Experience with Mobile Device Management (MDM)
- Understanding of SOC2 and ISO 27001 standard is a plus

• Communication Skills:

- Excellent communication and interpersonal skills with a customer-oriented approach.
- Experience in providing technical support to end-users in a helpdesk or similar environment.
- Ability to work independently and collaboratively in a fast-paced environment.

Requirements:

- Degree in a relevant field including computer science, information technology, or a related discipline.
- 5+ years of experience in a similar position
- Must be able to obtain Canadian government security clearance

Perks and benefits:

- Competitive salary + stock options for all full-time employees
- Health/Dental benefits
- Paid Time Off + floating statutory holidays
- Flexible work environment
- Exciting mix of open-source and proprietary tech stack

GHGSat offers a creative and highly motivating work environment. We offer competitive salaries, health and social benefits including flex-time and continuing development. We are committed to a diverse and inclusive workplace. GHGSat is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, disability, age, or other legally protected status. If you would like to request an accommodation, please notify your recruiter.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
