

# IT Analyst



Phone :

Web :

## Job Summary

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Vacancy :

Deadline : Jul 07, 2024

Published : Jun 07, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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Plusgrade powers the global travel industry with its portfolio of leading ancillary revenue solutions. Over 200 airline, hospitality, cruise, passenger rail, and financial services companies trust Plusgrade to create new, meaningful revenue streams through incredible customer experiences. As an ancillary revenue powerhouse, Plusgrade has generated billions of dollars in new revenue opportunities across its platform for its partners, while creating enhanced travel experiences for millions of their passengers and guests. Plusgrade was founded in 2009 with headquarters in Montreal and has offices around the world.

### **ABOUT THE ROLE:**

We are looking for an IT Analyst to join our Corporate Systems team for a permanent position. You will be supporting our corporate users with all things technology! This is an opportunity to work hands-on with technology within an innovative and fast-paced team Atmosphere.

Reporting to the CS Manager, the IT Analyst will be responsible for:

- ☒ Support all standard workstation system applications
- ☒ Provide end-user support and orientation for all supported hardware and software systems
- ☒ Support 3rd party system applications used by various business units
- ☒ Configure, deploy, and maintain networked PCs, laptops and networked printers
- ☒ Verify software updates for user's workstations are being applied
- ☒ Act as secondary vendor liaison for maintenance and support issues
- ☒ Procure hardware and software as required
- ☒ Initiate incident tracking and maintain log history of all workstations
- ☒ Generate and maintain documentation and procedures
- ☒ Provide first level system support; moves, adds, changes and desktop setup
- ☒ Assist with other ad-hoc requests

### **YOU ARE SOMEONE WITH:**

- ☒ Excellent communication skills, both oral and written.
- ☒ Strong organizational skills
- ☒ Exceptional interpersonal skills required to assist internal customer with all areas of IT support
- ☒ Knowledge of Windows 10, Windows Server 2008/2012/2016, Mac OSX and Linux
- ☒ Knowledge of MS Office 2013/2016/365 applications
- ☒ Hands on experience with Google Workspace administration
- ☒ Basic knowledge of Jira, Slack, and other modern productivity tools
- ☒ General knowledge of Google Apps (Gmail, Drive, Docs, Sheets, etc.)
- ☒ Familiarity with Active Directory administration
- ☒ General knowledge of network infrastructure
- ☒ Knowledge of basic PC repair and upgrades
- ☒ Knowledge of mobile device administration (Android, iOS)

### **WHAT YOU'LL LOVE ABOUT US:**

We want everyone to stay healthy, upgrade often, and feel supported!

- ☒RRSP Matching
- ☒Comprehensive health plans
- ☒Unlimited PTO
- ☒☒Annual upgrade credit
- ☒☒☒Annual physical wellness credit
- ☒Annual mental wellness credit
- ☒Flexibility to work remotely
- ☒ Parental Leave Top Up
- ☒ Adventure Pass

### **OUR PROCESS:**

Plusgrade is an equal opportunity employer and is committed to providing an accessible recruitment process. We welcome applications from all qualified individuals and are committed to equal employment opportunity regardless of gender identity or expression, race, ethnic origin, creed, place of origin, age, sex, marital status, physical or mental disability, sexual orientation, and any other category protected by law. Upon request we will provide accommodation for applicants with disabilities.

We believe in diversity and inclusivity and that is why our interview process is designed for a positive candidate experience and to ensure every candidate is evaluated equally. All applications will be reviewed from our Talent Team and the successful candidate(s) will go through the following recruitment process:

1. Recruiter Phone Interview
2. Hiring Manager Interview
4. Team Interview

*All candidates will be provided with feedback regardless if they pass or didn't pass any of our interview stages. All your information will be kept confidential.*

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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