IT Desk Intern (Co-Op)

Phone :
Web :

Job Summary

Vacancy :
Deadline : Oct 26, 2024
Published : Sep 26, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Solink is a different kind of data analytics software company. We've successfully made video security a source of powerful insight for business owners of franchise and retail chains. We focus on security applications that combat fraud proactively and make it easier for owners to track down problems. Today we focus on loss prevention and in the future, we see every department using video to make data-driven decisions: marketing, operations, and even HR.

A job at Solink means working with an amazing team and tackling one of the biggest data problems out there. We are venture-backed and focus on continuous execution to delight our customers. We have a creative and collaborative work environment, and all of our employees have meaningful equity in the company.

A bit about the role…

An IT Desk Intern with Solink will provide EXCELLENT assistance, guidance, and maintenance to all Solinkians and our computer systems and hardware. As we continue to scale, we'll need a dedicated resource to provide assistance and support to our Solinkian Community - someone who can fix and give proper maintenance to all the devices involved in the daily activities of the company. This includes installing, configuring, and updating our hardware and software, as well as fixing any issue related to our equipment that may come up on a daily basis.

WHO YOU ARE:

• **Must be able to work in office 5 days a week**

• A 4th year student working towards a Degree or Diploma related to Computer Science/Engineering

• 1-2 years of experience working in customer-service/facing role

• IT support experience is a plus!

• You are proficient with Microsoft Office Suite/Google Suite or related software.

• You are experienced in supporting a multi-OS environment, such as Windows, **MacOS**, Android and iOS.

• You are Microsoft Certified Professional Certificate (MCP), CompTIA A+, or more advanced certifications preferred.

• You have general TCP/IP networking experience.

• You are experienced in using IT support ticketing systems, such as Jira, Web Help Desk, etc.

• You have a general understanding of SaaS platforms, such as AWS, Azure are an asset.

• Asset & Inventory Management experience is a bonus!

• Ability to explain technical issues to technical and nontechnical folk.

• Proficient with or the ability to quickly learn an array of computer hardware and software.

• You are able to understand how hardware pieces work together; and

• You understand the basics of software programming and functions.

• You have EXCELLENT problem-solving and analytical skills:

• You have a logical and analytical approach to problem-solving;

• You take special care of small details; and

• You ENJOY finding the right solutions by thinking creatively and outside the box.

• You have excellent communication skills:

  - You actively LISTEN and ask clarifying questions to be able to understand issues when explained by someone without technical knowledge;

  - You are able to explain issues to coworkers and staff members in a clear and concise manner, using non-technical language.

• You have excellent customer service skills and are polite when speaking with people in person or over the phone; and

• You ENJOY teamwork and collaboration:

• You are able to help coworkers when needed; and

• You enjoy working in tandem with coworkers on big projects.

• You have excellent time management skills and have the ability to work under pressure

SECURITY REQUIREMENTS:

• Candidates must undergo a criminal records check upon hire;

• Must be eligible to work in Canada

• Be willing to comply with Solink's own security policies and standards.

WHAT WILL YOU DO?

• Responding to help requests from staff members by providing assistance with technology-related issues:

• Understanding the issue and its cause;

• solving the problem; and

• explaining the problem to the staff member or client.

• **Installing and configuring new technology to be used by the company, such as hardware, operative systems, and programs or applications (MacOS, Windows).**

• Setting up profiles, emails, and issuing access passes for new employees and assisting in all password-related issues.

• Troubleshooting systems and applications:

• Running diagnostics on malfunctioning hardware or software; and

• finding solutions for any issue and implementing it.

• Replacing damaged or malfunctioning parts on hardware when necessary:

• Ordering new parts when out of stock.

• Writing reports on the status of all hardware and software in the company.

• Implementing and assisting on the roll out of new applications or operating systems:

• Learning about the new application or operating systems;

• running tests before implementing them in all systems;

• evaluating new applications or operative systems; and

• installing them on all systems in the company.

• Running security checks on all systems

• Other duties as assigned

WHY WORK AT SOLINK?

Working with us means you'll be working for a company that values your input and allows you to bring your ideas to life. We offer a collaborative, creative, supportive work environment with a culture that is undeniably fun…

All that - PLUS we offer…..

• Opportunities for growth based on merit, skill, and initiative;

• Friendly, welcoming, and team-oriented atmosphere that fosters collaboration;

• A creative and innovative environment that mentors supports, motivates, and inspires you to make an impact;

• Interesting and exciting assignments ranging in size, type, and complexity;

• An "open-door" policy where communication and brainstorming are encouraged;

• A really positive and fun environment working with an incredibly ENERGETIC team;

• Extracurricular SOLINKIAN social events (annual "solink-o de mayo", so-learns, sports teams, so-lunches, team builders, and much more)

Solink welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. Should you need accommodations, please email peopleops@SolinkCorp.com.

We know that everyone has different experiences and that's what makes all of us so unique. Solink is an Equal Opportunity Employer. We're looking at building our team of great people and we know that comes in various forms. We are committed to a diverse and representative workforce, and an open and inclusive work environment and we encourage all candidates with interest to apply. We will provide accommodation on request through all parts of the selection process.

HOW TO APPLY?

Please submit your cover letter and resume addressed to **JarJar Binx** outlining why you would be the right fit for this position.

Apply for this job

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits