

IT Help Desk – Level II Support Analyst



Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 13, 2024

Published : Jun 13, 2024

Employment Status : On-site

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Welcome to Simnet Inc., a dynamic and rapidly growing technology company that is revolutionizing the way businesses operate. We are currently seeking talented individuals to join our team and help us continue our mission of creating innovative solutions that make a real difference in our client's lives. At our company, we're not just keeping up with technology; we're leading the charge. Join us, and you'll be at the forefront of technology.

As the L2 Support, you are the escalation point as well as primary on client projects. If you have superb troubleshooting skills and want to be hands on with the newest technology, then Simnet may be a great fit for you.

Responsibilities:

- Evaluate documented resolutions and analyze trends for ways to prevent recurring issues.
- Assist in software releases and rollouts
- Be a documentation wizard! Leaving detailed notes on requirements and solutions.
- Be hands on with numerous applications. No two clients are alike and so there is no end to the variety of things you will work on each day
- Be the escalation point for the L1 team and help out when things get busy
- Escalate incidents with accurate documentation to suitable technician or vendor, when required.
- Record, track, and document the service desk incident-solving procedure, including all successful and unsuccessful decisions made and actions taken, through to final resolution.
- Troubleshoot network and firewall policies.
- Implement operating system hardening for Windows and Linux servers
- Use remote tools and diagnostic utilities to aid in troubleshooting.
- Research solutions through internal and external knowledgebase as needed.
- Perform hands-on fixes at the desktop level when remote tools are not appropriate, including hardware repairs, delivery of peripherals, or other fixes.
- Install antivirus software and ensure virus definitions are up to date.
- Perform post-resolution follow-ups with Level I Technicians.
- Develop help sheets and FAQ lists for end users.
- Contribute to technician knowledgebase and provide training as needed. Seriously, share that knowledge!
- Provide suggestions for continual improvement. We always want to hear how it can be done better.
- Conduct operating system patches and upgrades.

Requirements

- Strong understanding and hands on experience provide desk-top and windows server support
- Strong knowledge of Microsoft Active Directory, Microsoft Exchange and O365
- Basic understanding of Virtualization (VMware, Hyper-V) and VoIP principles
- Knowledge of networking and routing protocols such as DNS, TCP/IP, ports, protocols (HTTP, HTTPS)
- Experience working in an ITIL-driven environment and working knowledge of ITIL principles and processes. Certification required within 6 months of employment.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport building, listening, and questioning skills.
- Strong documentation skills.
- Experience maintaining timely and accurate helpdesk records using the ticketing system

Qualifications:

- College diploma or university degree in the field of computer science and 3+ years of solid IT help desk skills. Experience in managed services (MSP) or value-added reseller (VAR) environment is a plus.
- Additional weight will be given to candidates with the following:
 - o MSCE, MCE or MCP or equivalent certifications
 - o Network +
 - o ITIL® v.4 Foundation certification (Certification required within 6 months of employment).
 - o Fortinet NSE4

Benefits

- **Extended health and dental care:** We provide extended health and dental care benefits, helping employees save money on medical expenses and promote good health practices.
- **Group RRSP matching program:** Simnet offers a group RRSP matching program, helping employees plan for their financial future.
- **Health spending account:** Access to a health spending account to choose how you spend your health care dollars and it can help cover expenses not covered by traditional health benefits.
- **Continuing education opportunities:** We offer opportunities for professional development, such as training programs or tuition reimbursement, we encourage employees to grow their skills and advance their careers.
- **Work-from-home options:** Flexibility of being able to work from home, especially during times when commuting or in-person interactions may not be ideal.
- **On-site parking:** On-site parking provided, helping to reduce stress and save time!
- **Casual dress code:** Ditching the stuffy business attire. Employees can wear comfortable clothing creating a more relaxed and enjoyable work environment.
- **Free snacks and drinks:** Who doesn't love free food and drinks? We provide an array of snacks and beverages to keep you energized and motivated throughout the day.
- **Company events and outings:** We have multiple company-sponsored events throughout the year, such as holiday parties or team-building activities!

If you are a highly motivated individual with a passion for leading and managing operations, and possess the skills and experience we are looking for, we encourage you to apply for this exciting opportunity and consider joining us at Simnet Inc.

We believe providing excellent service and creating happy customers is the way to create a valuable, enduring company that people love. Let's work together to build a better future!

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
