

## IT Specialist



Phone :  
Web :

### Job Summary

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Vacancy :  
Deadline : Jul 24, 2024  
Published : Jun 24, 2024  
Employment Status : Full Time  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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### Do you have a passion for building and supporting amazing IT experiences?

Then Jobber might be the place for you! We're looking for an **IT Specialist** to be part of our Workplace Technology team at our office in **Toronto, ON**.

Jobber exists to help people in small businesses be successful. We work with small home service businesses, like your local plumbers, painters, and landscapers, to transform the way service is delivered through technology. With Jobber they can quote, schedule, invoice, and collect payments from their customers, while providing an easy and professional customer experience. Running a small business today isn't like it used to be—the way we consume and deliver service is changing rapidly, technology is evolving, and customers expect more. That's why we put the power and flexibility in their hands to run their businesses how, where, and when they want!

Our culture of transparency, inclusivity, collaboration, and innovation has been recognized by Great Place to Work, Canada's Most Admired Corporate Cultures, and more. Jobber has also been named on the Globe and Mail's Canada's Top Growing Companies list, and Deloitte Canada's Technology Fast 50™, Enterprise Fast 15, and Technology Fast 500™ lists. With an Executive team that has over thirty years of industry experience of leading the way, we've come a long way from our first customer in 2011—but we've just scratched the surface of what we want to accomplish [for our customers](#).

**Please note: This is an office-based role. You will be required to be in our Toronto office four days per week.**

#### The team:

The Workplace Technology team is one of the most cross-functional teams at Jobber. We're focused on building systems, offices, and processes that scale as we transform our industry. Our guiding mission is to support our entire team through the use of technology and supreme customer service. As the technology landscape changes, we need to make sure all our systems stay ahead of the curve and we're always building better ways for our employees to do their best work. This applies to you as well - through dedicated feedback, continuous 1:1's and endless learning opportunities, we want to help accelerate your career too!

#### The role:

Reporting to [Senior Manager, IT & Operations](#), the **IT Specialist** will help take the tools and systems we have in place and ensure they're optimized for performance, reliable for our employees, and scalable as we continue to grow. You will play a key role in assisting with assessing, facilitating, and implementing industry-standard tools.

The **IT Specialist** will:

- Take ownership of our support desk and triage all IT related questions
- Own core network hardware (Firewall, switches, AP's) configuration changes and troubleshoot performance issues
- Own the process of distributing and organizing hardware and accessories across the company
- Build upon our IT knowledge base and create articles that anticipate problems before they come back around
- Train users on how to use different technologies
- Manage accounts for user password resets
- Provide technical support related to laptops, software, printers, video conferencing equipment, and mobile devices
- Collaborate with Security and Engineering teams
- Monitor our internal infrastructure, troubleshooting for anomalies and reporting on issues
- Be ready to learn! We're big fans of automation and clever solutions

#### To be successful, you should have:

- Demonstrated experience in IT Support or System Admin role with MacOS Administration and mobile devices (iOS) while in a hybrid support environment
- Experience supporting Cloud and SaaS Applications, including Google Workplace, Okta, Atlassian
- Knowledge of on-prem network principles and hardware (Firewalls, Switches, Wireless networks)
- Experience with the integration and administration of Apple MDM's
- Experience with machine and account provisioning and de-provisioning
- High level of attention to detail, great communication skills and keen to learn new things constantly

#### It would be great, but not a deal-breaker, if you had:

- Jamf MDM Experience
- Enterprise Firewalls (Fortigates) and Cisco Meraki Switching
- Okta Administration Experience
- Google search, we don't expect you to know everything!

**This is an office based role but all interviews are being conducted virtually – via phone or video.**

#### What you can expect from Jobber:

Having been named as a [Top 10 Great Place to Work in Canada](#), we walk the talk. Here are just some of the great things you can expect from us:

- A total compensation package that includes an extended health benefits package with fully paid premiums for both body and mind, RRSP matching, and stock options.
- A dedicated Coaching and Development function, including Development Coaches, to help build the career you want and hit the goals you set, while ensuring you're reaching your fullest potential.
- Support for **all** your breaks: from vacation to rest and recharge, your birthday off to celebrate, health days to support your physical and mental health, and parental leave top-ups to support your growing family.
- A unique opportunity to build, grow, and leave your impact on a \$400-billion industry that has no dominant player...yet.
- To work with a group of people who are humble, supportive, and give a sh\*t about our customers.

*We believe that diverse teams perform better and that fostering an inclusive work environment is a key part of growing a successful team. We welcome people of diverse backgrounds, experiences, and perspectives. We are an equal opportunity employer, and we are committed to working with applicants requesting accommodation at any stage of the hiring process.*

#### A bit more about us:

Job by job, we're transforming the way service is delivered. Your lawn care provider, home cleaning service, plumber or painter could use Jobber to better connect with their customers, save time in the office, invoice faster, and get paid! We're bringing tens of thousands of people together with technology to deliver billions of dollars a year in services to happy customers. Jobber exists to help make these small businesses successful, and when they're successful we all win!

**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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