

IT Specialist



Phone :
Web :

Job Summary

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

Job Description

This is an opportunity in the exciting and fast-growing transportation technology industry. Public transit is being transformed from a system of static, scheduled fixed-routes, to a dynamic on-demand network, and you will be one of the pioneers shaping this transformation.

As a member of our IT team, you will establish proper standards and practices across the company and contribute to the growth of RideCo's industry-leading ride-sharing platform, the company, and its offices.

The ideal candidate must possess a sound grasp of Information Technology, System Administration, and Network Engineering principles. They will leverage their ability to understand a wide variety of technical requirements and translate them directly into actionable decisions. They will thrive in a small-team environment, moving at a fast pace, where every team member contributes solutions that deliver a meaningful impact to our employees and the company.

Your day-to-day responsibilities will include:

- Maintaining IT best practices that ensure all hardware is managed by corporate policies and a centralized management system (e.g Active Directory) within a mixed OS environment (Windows, Linux, Mac).
- Identifying and procuring needed hardware and software for new and existing employees while minimizing costs and sticking to a budget.
- Configuring company hardware and software in a repeatable and consistent way that ensures maximum security and safety of our employees and company's data.
- Troubleshooting and fixing problems with company hardware and software, or managing relationships with external vendors who can.
- Building out and maintaining the company's corporate network in a secure and scalable manner. Including subnetting, network isolation, WiFi, VPNs, SSL, intrusion detection, etc.
- Ensuring compliance to company-wide information security policies. Including password management, proper hardware and software usage, peripheral usage, etc.
- Managing internal and cloud-based company-owned services (web applications, servers, databases, tools, etc) by keeping them up to date, secure, and performing nominally.
- Managing third-party cloud-based services, including licenses, configuration, and access controls (Dropbox, G Suite, Salesforce, etc).
- Managing backups and ensuring a regular backup schedule of core company assets using a mix of intermediate and full backups.
- Maintaining a Mobile Device Management solution and policies for the company's mobile assets.
- Maintaining an up-to-date inventory of all company assets.
- Occasional off-hours work to deploy, fix, or troubleshoot systems.
- Providing guidance for overall IT direction and policies.
- Performing security reviews with the IT team.
- Other duties/projects as assigned.

Your Playground / What You'll Learn:

At RideCo you'll get a chance to play, learn and build with the following tools and technologies, and as part of a team that is the world's foremost innovator in on-demand transit software.

- Operating Systems: Windows 11, Linux (Debian/Ubuntu), Mac, Android, iOS
- Languages: Python, JavaScript, Bash (shell scripting)
- Infrastructure: AWS, Terraform, Redis, PostgreSQL, Celery, RabbitMQ, OpenVPN, pfSense
- Health/Monitoring: AWS CloudWatch, Prometheus, Grafana, Elasticsearch, Logstash, Kibana
- Development Processes: Agile, continuous integration, Jenkins, zero-downtime software updates

Qualifications and Experience:

Requirements:

- Degree or Diploma in a discipline related to IT, DevOps, or system administration
- 3+ years of professional IT/DevOps/SysAdmin experience
- Strong analytical and problem-solving skills
- Strong experience with networking, network security, and protocols.
- The ability to communicate well with highly skilled technical contacts.
- Have installed and configured a centralized company directory (e.g. Active Directory).
- Have built out a secure corporate network with satellite offices and remote employees.
- Strong leadership and communication skills

Preferred:

- Experience with LDAP and related technologies (OpenLDAP, Microsoft Active Directory)
- Experience with Windows and Linux servers (Debian/Ubuntu).
- Experience with databases (PostgreSQL, Redis).
- Experience with Python 3 development.
- Strong scripting and experience building diverse, robust tooling (Python, Node, Shell).
- Experience with the cloud (AWS, EC2, RDS).
- Experience with MDM software solutions.
- Familiarity with Agile build and development processes.
- Excitement for learning new domains and new skills.

Compensation and Benefits:

- **Base Salary:** \$65K - \$80K + performance-based bonus + stock options
- **Work-Life Balance & Additional Perks:** Flex-time work schedules, vacation time, bi-weekly catered lunches, social events, casual dress code
- **Benefits Plan:** Medical, dental, prescription, life/health spending accounts and more
- **Work Environment:** Located in KW's most desirable work space in the heart of Uptown Waterloo
- **Commuter Program:** Complimentary rides to and from work in Waterloo Region

Who we are:

<http://www.rideco.com>

RideCo powers on-demand transit. Public transit agencies and fleet operators use RideCo's cloud-based software platform to provide on-demand shared rides in dynamically routed buses and vans. RideCo is growing rapidly, and it is the most adopted on-demand paratransit and microtransit software among the 10 largest cities in the United States. Our marquee clients include Philadelphia's SEPTA, Los Angeles Metro, San Antonio Metro, and Houston Metro.

RideCo's software powers a diverse range of use cases, including paratransit, residential/ suburban travel; first-mile-last-mile connections for transit hubs; and corporate employee transportation. The success of these services is supported by the industry's best customer service, including a 95% plus customer retention rate. We are investing to scale up and capture the growing demand for on-demand shared rides solutions.

RideCo is proud to be an equal-opportunity employer. We hire the best talent and strive to build a meritocratic culture. In accordance with the Accessibility for Ontarians with Disabilities Act, accommodations are available upon request for candidates taking part in all aspects of the selection process. If you require special accommodation to complete any portion of the application or interview process, please mention this in your application.

#Li-Onsite

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
