

## IT Specialist

Phone :

Web :

# BOLD

### Job Summary

---

Vacancy :

Deadline : Oct 27, 2024

Published : Sep 27, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

---

### Who is Bold Commerce?

[Bold Commerce](#) powers personalized checkout experiences for leading omnichannel retailers and direct-to-consumer brands.

As a leader in the composable commerce space, Bold makes checkout better, boosting profitability by enabling personalized, customer-specific checkout flows designed to increase the Checkout Power Trio of conversion, AOV, and LTV - not just conversion. Built with a composable & headless architecture, Bold Checkout fits with any commerce stack, making it easy to overcome platform limitations. Leading omnichannel retailers like Harry Rosen and Staples Canada trust their business with Bold Checkout. Named one of Built In Austin's Best Places to Work, Canada's Top Employers for Young People, and Manitoba's Top Employers, we're a dynamic team that truly cares about building the future of ecommerce. We live by the [BUILDERS Code](#), a shared set of practices, beliefs, and values that help shape this remote-first company.

Founded in 2012, with team members (Builders) located throughout Canada and the U.S., and backed by investors like OMERS Ventures, WhiteCap Venture Partners, and Round13 Capital, Bold is leading the way to a better, composable ecommerce future.

### About the role

Bold is looking for an IT Specialist to support internal employees by providing technical assistance, managing IT infrastructure, and administering user access. You will manage helpdesk ticketing and deliver hands-on technical support, ensuring smooth onboarding/offboarding and helping with event support.

### What you'll do

- Provide tier 1 & 2 support to Bold Commerce end users, and escalate as necessary.
- Troubleshoot and provide technical support for workstations, software, and internal systems.
- Manage access requests and set up media and IT equipment.
- Assist with employee onboarding and offboarding, including equipment setup and lockdown.
- Provide technical support for company events and ensure smooth virtual access.
- Track and manage IT assets, maintaining up-to-date inventory reports.
- Assist with configuring and maintaining IT systems, ensuring timely updates and patches.
- Deploy Single Sign-On (SSO) for third-party software.
- Assist with equipment refresh and upgrades.
- Create and update IT documentation for employee knowledge base.
- Ensure end user assets (hardware/software) remain in compliance with IT and cybersecurity controls.
- Assist Technology and Security teams on projects.

### What we're looking for

- 1 -3 years of experience in IT support or networking.
- Post-secondary education in Networking or IT Support, or equivalent work experience.
- Basic knowledge of computer troubleshooting, networking, and mobile device management.
- Experience with network infrastructure and identity/access management.
- Experience primarily with Apple MacOS, iOS, and Google Workspaces is preferred with some experience of windows operating systems
- Strong problem-solving skills and the ability to work independently.
- Excellent communication skills and the ability to collaborate with teams.

[Apply for this job](#)

## Education & Experience

---

**Must Have**

---

**Educational Requirements**

---

**Compensation & Other Benefits**

---