

Phone :  
Web :

## Job Summary

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Vacancy :

Deadline : Jul 12, 2024

Published : Jun 12, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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Are you a customer-obsessed IT professional looking to take your career to the next level at one of Canada's most impactful technology companies?

As a successful Toronto-based candidate, you're an excellent communicator motivated to improve productivity and efficiency through technology. You'll work cross-functionally to equip and enable our team to get the most from our technology stack. Your day will include a mix of help desk ticket resolution and executing strategic, cross-functional IT work. This means you'll support (and sometimes lead) projects driving transformative IT changes across the organization, ensuring that the technology we use to serve customers is used effectively.

This role requires a person to be in our Toronto HQ (Avenue and Bloor) at least three days per week.

### Technical skills we're looking for:

- 4+ years of experience in a systems administrator (or similar) role in a primarily Mac-based environment
- Expertise managing SaaS platforms like Google Workspace, Slack, and Office365
- Deep expertise in SaaS license management and user provisioning/de-provisioning
- Familiarity with managing IaaS and PaaS providers like AWS, GCP, and Azure
- Experience managing single sign-on platforms like OneLogin and Okta
- Familiarity with programming and SaaS APIs for automation (Python, JavaScript, Bash, PowerShell, etc.)
- Experience with device management platforms like Jamf Pro
- Experience providing desk-side support as well as triaging and managing a support ticket queue

### Soft-skills we're looking for:

- Excellent people and written/verbal communication skills
- Ability to analyze, diagnose, troubleshoot, and resolve technical issues - all with a customer-first attitude
- Affability and patience
- Strength in requirements gathering and project management

## 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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