

## IT Support Analyst



Phone :  
Web :

### Job Summary

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Vacancy :  
Deadline : Aug 25, 2024  
Published : Jul 25, 2024  
Employment Status : On-site  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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At AlayaCare, we're revolutionizing the way that home healthcare is delivered. Our leading cloud-based software allows our customers around the world to manage their employees, scheduling, billing, and enable better delivery of care. We're a fast-growing SaaS company with a team of 550+ team members across Canada, US, Australia, and Brazil. We aim to be the world leader in home healthcare software solutions as we empower providers to deliver better health outcomes to their patients and clients. We pride ourselves on our open and transparent culture, our bias for action, and being committed to a workplace where we can be ourselves. ☑

### About the role: ☑

Reporting to our Senior Manager, IT, the IT Support Analyst will be the primary owner and contact point for first-level technical issues. This person will also monitor Slack channels and ticketing systems to ensure timely issue resolution and a high level of customer satisfaction.

### A day in the life: ☑

- Manage the day-to-day IT requests through our ticketing system and Slack channel.
- Assist users with password resets and lockouts.
- Assist with the On-boarding and Off-boarding of users.
- Maintain the global hardware inventory.
- Be able to work through issues independently and with support from the team when needed.
- Maintain IT documentation as needed and analyzing technical issues.
- Support various computers and operating systems such as Linux, Windows, and macOS.
- Diagnose and troubleshoots all hardware, software, and network
- Utilize excellent interpersonal and customer service skills.
- Provide solutions and advice on technical issues.
- Quickly diagnose and resolve technical issues.

### What you bring to the team: ☑

- 1+ years of experience as an IT Support Analyst or relevant experience.
- Good understanding of Mac and PC hardware.
- Thirst for knowledge and continuous learning of new technology.
- Results driven and outcomes focused.
- Strong interpersonal and communication skills.
- Excellent collaborator and team player.
- Ability to adapt and thrive in a fast-paced, high growth environment.
- Good knowledge with Okta and Single Sign-On (SSO).
- Bilingual in both English and French is an asset.
- IT certificate, CCNA would be an asset.
- Physical Requirements: Must be able to climb ladders, manage shipping of laptops and lift boxes weighing up to 50lbs.

### Location and travel requirements:

The preferred candidate location for this position would be within the Greater Toronto Area and be willing to commute to the office full time (Monday-Friday) in order to support employees collaborating in our office space.

### What Makes AlayaCare a Great Place to Work:

- Our products have a positive impact on the lives of countless care workers and care recipients
- Our company has been recognized by the Globe and Mail as one of Canada's Top Growing Companies and as a recipient of Deloitte's Technology Fast 50TM program award for our rapid revenue growth, entrepreneurial spirit and bold innovation
- Equity in a well-funded, high-growth company
- Virtual and onsite social events for employees centered around collaboration, learning, and fun, including DEIBA committee events, volunteer events, fireside chats, catered team lunches, celebrations, and team building activities
- Comprehensive group benefits program, including telemedicine
- Employee expense program for health, wellness, lifestyle, professional development and productivity-related expenses
- Parental leave top-up program
- Flexible vacation policy
- Company Wellness Day program for extra time to unwind
- Paid Volunteer Time off Program
- Career growth and learning and development opportunities
- An entrepreneurial culture of transparency, collaboration, and innovation
- Access to our employee perk program for discounts at various participating vendors

If this sounds like the perfect job for you, apply today. As well as joining a great culture and a market-leading company, you will be part of a team making a positive difference in the post-acute care market. If this isn't the job for you, you may know someone who is a perfect fit.

Please feel free to share this opportunity. ☑

If you want to explore AlayaCare further, please visit our website [www.alayacare.com](http://www.alayacare.com). ☑

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### Better outcomes, better belonging ☑

*Our team members are unique—like our products and the customer groups that we service. ☑AlayaCare☑employees bring different strengths, perspectives, and experiences to their roles and to our products that enable better care. We are committed to offering a people-centric culture where all employees belong and feel heard. ☑☑*

*Having a pulse on our employee feedback is important to us as we aim to continuously evolve Diversity, Equity, Inclusion, Belonging, and Accessibility ☑within☑AlayaCare's☑policies, total rewards offerings, discussions, learning & development programs, and community partnerships. All qualified applicants will receive equal consideration. ☑☑*

*If you require accommodation as part of the recruitment and selection process, please reach out to [talentacquisitionteam@alayacare.com](mailto:talentacquisitionteam@alayacare.com). ☑Please note, we do not accept unsolicited headhunter or agency resumes. ☑☑*

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**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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