

IT Support Coordinator



Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 18, 2024

Published : Aug 18, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

NorthOne is looking for a **IT Support Coordinator** to join our high performing team ☺. We are a remote-first, venture-backed startup at the heart of the FinTech movement and we're reshaping financial services and banking for small businesses across America. We are backed by some of the best VCs in the world and are solving important problems.

Our product & mission

NorthOne is a business banking and financial management platform for small businesses across America. We don't stop at being a faster, easier and simpler version of a bank - we're focused on creating better financial outcomes for our customers by changing the definition of what a bank can do. We're building a digital finance department for every small business in America with our business bank account as its foundation.

Our mission is to build a connected business banking and financial management platform that lets anyone run a successful small business. Our team believes deeply in the transformative power of entrepreneurship and wants to democratize taking ownership of your economic independence.

Our team

We ☺ IT. As our **IT Support Coordinator**, you'll work with our world-class IT team. Reporting to our Director of People, you'll be joining a team who have helped build companies like Chime, Twitter, Instacart, E-Trade, McKinsey, Etsy, eBay and more.

We're a team of A-players who are all-in on solving big, important problems. Feeling it?

REQUIREMENTS

As an **IT Support Coordinator**, you would work company-wide to provide financial reporting excellence to support the growth of the company.

Some of what you will be doing includes:

- Manage application access for all employees
- Ensure each employee has the correct equipment to complete their job successfully
- Manage our laptop and equipment inventory
- Ensure the HR Platform (Rippling) is up to date and accurate. Manage staff group rules, permissions and service access, while ensuring external systems are synchronized to and from Rippling
- Create automations for common tasks and reports for HR and IT needs
- Monitor Rippling Devices for compliance with software, security and configuration standards
- Manage the company email groups
- Coordinate and manage the software installations across the company

The skills required for this role -

- You have 1+ years of experience in a Support role or 2+ years of experience in a Technology role
- You have experience resolving support tickets efficiently
- You have experience reducing support requests through self-service portals or automations tools.
- You have basic troubleshooting and repair skills for hardware and software issues
- You have basic scripting knowledge (e.g., Bash, POSIX, Python)
- You have a basic understanding of foundational security principles (e.g., Principle of Least Privilege, Defense in Depth)
- You have experience working with email and mailing lists (e.g., Google Groups)
- You have familiarity with identity and access management, Google Workspaces, and SSO, SAML, or SCIM
- You are friendly, practical, and open to change
- You are a strong communicator and collaborator, able to find practical solutions and work well with others

Bonus points -

- You have familiarity any of AWS Cloud, Terraform, DevOps, TypeScript, MacOS Configuration Profiles, JIRA, and GitHub
- You have practical experience in IT, Security, Governance, Risk, or Compliance.
- You come from a family of small business owners
- You have experience in Fintech

BENEFITS

As a valuable member of NorthOne's team, you'll get:

- **Family coverage of top-tier health/dental benefits:** Get the right coverage for what matters most.
- **Remote-first work:** You decide where you work. You can work from home, visit one of our in-person hubs, or work while you travel.
- **Professional development budget:** Enjoy an annual budget to deepen your expertise
- **Unlimited paid time off:** We measure success around outcomes, not hours worked.
- **Powerful gear:** We'll make sure you have the right tech to do your best work.
- **Market range for this role at NorthOne is \$60,000 CAD**

Few people have been trained for this sort of role, and research shows that women and people from underrepresented groups are less likely to apply if they haven't satisfied every requirement. If you are *this close* to what we've described, but aren't sure, apply. Let's figure out together if this is where you could shine.

NorthOne is proud to be an equal-opportunity employer and celebrates diversity. We welcome all applicants regardless of race, colour, gender, age, religion, sexual orientation, disability status or national origin.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
