IT Support Specialist

Job Summary

Vacancy :
Deadline : Jun 13, 2024
Published : May 13, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

About Us: Honored as the Best Company for Career Growth, Best Leadership Teams, and Canada's Best Employers For Recent Graduates by Comparably, EnsembleIQ is the premier resource of actionable insights and connections powering business growth throughout the path to purchase. We help retail, technology, consumer goods, healthcare, and hospitality professionals make informed decisions and gain a competitive advantage. EnsembleIQ delivers the most trusted business intelligence from leading industry experts, creative marketing solutions, and impactful event experiences that connect best-in-class suppliers and service providers with our vibrant business-building communities. Learn more at ensembleiq.com.

About the Role:

We are looking for an IT Support Specialist to be responsible and accountable for the smooth running of our computer systems and help our staff solve day-to-day technical issues. Based out of our Toronto office, you will provide friendly, efficient, and timely support to our staff across North America.

The ideal candidate will focus on putting the user first, have strong communication skills, and have the ability to explain technical topics in simple, easy-to-understand ways. Strong problem-solving and technical skills will allow you to solve user issues quickly and effectively. As a member of the Technology department, you will also be involved in companywide technology initiatives, helping to make sure they roll out smoothly.

This is a hybrid position with one to two days per week in the office.

Key Responsibilities:

• Support our staff's day-to-day IT needs and help resolve IT issues in the organization.
• Handle user on-boarding and off-boarding.
• Provide training to end users on IT systems (Google, phones, etc)
• Help build and maintain company IT documentation & support guides
• Manage hardware/software setups, installations, and upgrades.
• Maintain the office network (firewall, switches, wifi, phone system, etc).
• Manage users & groups in Google Workspace.
• Maintain an accurate inventory of software licenses, online services, and hardware.
• Document and track issues in our IT ticketing system.
• Produce periodic reports of IT support operations.
• Participate in the development of company-wide information technology and infrastructure projects.
• Keep up to date on the latest security threats and help mitigate them.
• Work alongside our web team, vendors, and contractors to help test and deploy new company initiatives.
• Recommend and implement workflow improvements and new systems based on user feedback.

Job Requirements

• 2+ years of working experience in an IT support role.
• Excellent problem-solving, verbal & written communication, and interpersonal skills.
• Good time management skills.
• Experience supporting Windows, MacOS, MS Office, and GSuite.
• Experience with remote desktop support software
• Experience with modern managed antivirus and security tools (eg: Crowdstrike)
• LAN configuration knowledge (switches, routers, firewalls, and WiFi points)
• Computer Science, Engineering, or other technical degree or equivalent experience

Check out what it's like to work at EnsembleIQ. https://www.comparably.com/companies/ensembleiq

EnsembleIQ is an equal-opportunity employer committed to diversity and inclusion. We provide accommodations at all stages through recruitment and employment in accordance with Human Rights and accommodation legislation upon request.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits