

## IT Support Specialist

Phone :

Web :

### Job Summary

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Vacancy :

Deadline : Jul 13, 2024

Published : Jun 13, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :



## Job Description

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### Who we are:

At Simply Benefits, we blend cutting-edge technology with deep industry knowledge in technology and insurance to deliver innovative products that advance the way the world interacts with financial solutions. With a robust team spread across two key Canadian offices, we are poised for unprecedented growth and are looking to expand our dynamic team. Our team embraces autonomy, complexity and a connection between effort and reward as three qualities that foster a truly satisfying career and strive to separate ourselves from the corporate herd.

### What we're looking for:

We are seeking an agile and self-motivated IT Support Specialist to join our IT department. This role requires a proactive approach to desktop and software support across our company, ensuring operational excellence and security. The IT Support Specialist will be the cornerstone of both on-site and remote technical support, playing a crucial role in the maintenance and advancement of our IT infrastructure.

### What you'll do

As a member of the IT Department team, you will:

- Manage and maintain our IT infrastructure across multiple sites, providing support to both local and remote employees.
- Implement and configure Endpoint Detection and Response (EDR) solutions to detect and respond to security threats across distributed networks.
- Administer Intune to manage and secure devices, applications, and data across our organization's various locations.
- Provide technical support to end-users at all sites, troubleshoot hardware and software issues, and resolve technical problems in a timely manner.
- Collaborate with cross-functional teams to implement new technologies and enhance existing systems across multiple sites.
- Conduct regular security assessments and audits across distributed networks to identify vulnerabilities and mitigate risks.
- Stay up to date with the latest IT trends and best practices and recommend improvements to enhance our IT environment across all sites.

### What you need:

- Minimum 3 years of experience in IT support or a related field, or equivalent educational background.
- Proven experience as an IT Specialist or similar role, with a strong focus on EDR, Intune, Microsoft, and Google technologies.
- Solid understanding of network protocols, security principles, and best practices.
- Experience with endpoint security solutions, such as antivirus, antimalware, and EDR platforms.
- Proficiency in administering Intune for device management and application deployment across multiple sites.
- Strong knowledge of Microsoft and Google ecosystems, including Office 365, Azure, G Suite, and Google Workspace.
- Excellent troubleshooting skills and the ability to diagnose and resolve technical issues across distributed networks.
- Strong communication and interpersonal skills, with the ability to work effectively in a team environment across multiple sites.
- Relevant certifications, such as CompTIA Security+, Microsoft Certified: Modern Desktop Administrator Associate, or Google IT Support Professional Certificate, are a plus.

### What we can offer:

- Group Benefits Plan
- Growth Opportunities
- Competitive Salary
- Job Type: Full-time, Permanent
- Dynamic & collaborative work environment
- An exciting opportunity to be part of a rapidly expanding company with diverse opportunities for career advancement

### Schedule:

- 8-hour shift
- Monday to Friday
- No weekends

### Location:

On site -Kelowna BC

Compensation

\$55,000.00 - \$65,000.00 per year

**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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