

# IT Support Specialist



Phone :

Web :

## Job Summary

---

Vacancy :

Deadline : Apr 15, 2024

Published : Mar 15, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

---

At Enable, we believe rebates are the best way for companies within the supply chain to create, maintain and grow their trading relationships. Rebates allow trading partners to make the best decisions for their businesses, meaning everyone wins: manufacturers, distributors, retailers and, most importantly, end consumers. At Enable, we're **creating a healthy, vibrant supply chain ecosystem** where partner collaboration drives the best products, services and values to customers.

And the market agrees with us. Enable is a rapidly growing, series-D funded SaaS company. Our more than 500 Enablees serve the global supply chain from the UK, US, Canada and Australia, and we have goals of continued international expansion.

As one of our exceptional Enablees, you'll play a pivotal role in shaping the future of rebate management. Join us in a dynamic work environment teeming with opportunities, where your efforts will not only establish our platform as the world's leading rebate management software but also help us revolutionize the entire supply chain experience.

### Job Summary

As an IT Support Specialist you will be responsible for supporting end-users of a rapidly growing international SaaS provider. The role of the IT Support Specialist I will contribute to all of the general responsibilities of the IT department, and the specific responsibilities within the remit of the IT Support team, using their own skills and experience or shadowing a more senior team member as applicable.

### What we are asking you to do!

- Monitoring IT support tickets, responding to tickets or assigning to the team as appropriate.
- End user IT support
- Computer equipment procurement and provisioning.
- Laptop configuration.
- End user computer equipment support and troubleshooting, fault diagnosis and resolution.
- End user software and operating system troubleshooting, fault diagnosis and resolution.
- Meeting room equipment management and support.
- New user desk and equipment set up.
- Former employee account and hardware processing.
- End-user account administration.
- Contributing to discreet proactive IT projects.

### What we are asking you to bring!

- At least two years experience as an IT support professional.
- A degree in IT, Computing, Computer Science or another relevant subject.
- Experience working on an IT support desk using a ticketing system.
- Experience working in a fast-paced and dynamic environment, providing quick responses while maintaining quality and accuracy.
- Experience in supporting both macOS and Windows users.
- High standard of written communication.
- Ability to communicate clearly with non-technical users.
- Experience supporting Executive and high-level team members.
- Knowledge of Microsoft technologies such as Active Directory, Microsoft 365, and Teams.
- Experience in SaaS product administration (e.g. Zoom, Salesforce).

Enable Global Inc provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. Enable complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Enable expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status. Improper interference with the ability of Enable employees to perform their expected job duties is absolutely not tolerated.

**Education & Experience**

---

**Must Have**

---

**Educational Requirements**

---

**Compensation & Other Benefits**

---