Senior IT Operations Analyst

Phone :
Web :

Job Summary

Vacancy :
Deadline : Jul 10, 2024
Published : Jun 10, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

The Information Technology Department cuts the keys that allow Alida to unlock the vast potential of our people through aligned business strategy and tactics. We help the business focus on our core mission to deliver a world-class customer intelligence platform through efficient management of our technology investments and the metrics to measure success.

Alida is a cloud-first company and operates 99% of our infrastructure in Azure, Google Workspace and AWS.

Responsibilities:
• Maintain and update existing technology stack
• Write and update scripts for automations
• Plan, design and implement new technologies, systems and applications
• Find opportunities to improve processes and build solutions
• Administer and support a wide variety of business applications, creating best practices and documentation
• Work closely with team members within the office(s)
• Supporting the IT team as tier 2 for helpdesk tickets both worldwide and in-person within the office
• Collaborate with peers, both in day-to-day operations as well as coordinating on larger projects

Requirements:
• Attention to detail and consistency are key qualities for this position
• Proven experience in incident identification, diagnosis, troubleshooting, resolution, and solution implementation
• Experience with the following technologies: ServiceNow, Google Workspace, Slack,, Active Directory, Azure AD
• Available to work on-site in the office at least 2 days per week.
• Working with REST API's
• Experience with scripting in Powershell and Python
• 4+ years minimum experience
• Previous experience with IT Operations, Help Desk, and Problem Management tools or procedures
• Strong interpersonal skills with the ability to work with people at all levels in the organization
• Strong verbal and written communication skills
• Strong analytical and problem-solving skills
• Experience managing Cloud providers like Azure and AWS
• Experience with with SaaS SSO providers
• Experience with Intune and Kandji
• Excellent documentation practices
• Completed a post-secondary diploma or degree or equivalent experience

The base salary for this role in Vancouver ranges between: $75,000- $85,000 CAD a year. Salary is based on a number of factors and may vary depending on job-related knowledge, skills, and experience

The Good Stuff:
+ Amazing growth and learning opportunities with a fast-growing Canadian SaaS company that is a world leader in its industry
+ Best-in-class company paid benefits for you and your family - offering medical, dental, vision, RRSP matching in Canada, a 401K in the US, and more.
+ Unlimited Vacation: Yep, it's true. Take vacation when you want it, how you want it. Designed to better fit your evolving needs.
+ Summer Fridays: Fridays are a day off during July and August. To help provide better balance in the summer months focusing on employee wellness.
+ Recognized as a Great Place to Work® 2021-2022
+ Recognized in 2022 as one of the Best places to Work®
+ Recognized as a Top Employer by British Columbia's Top Employers 2022

About Alida
Alida believes in a world where customers are respected as the ultimate source of truth. Because knowing the whole truth about your customers can help companies make better decisions and drive long term loyalty and growth.

That's why Alida helps innovative brands create highly engaged research communities to gather feedback that empowers better customer experiences and product innovation.

Leading companies like **HBOMax, Adobe, Warner Bros. Discovery, Twitch and lululemon** depend on **Alida's community-centered research platform** to deliver fast and reliable customer feedback at scale so they can build better products, refine user experiences and test marketing campaigns.

Learn more at www.alida.com.

We can't wait to meet you!
We understand that applying for a new position takes effort and want to thank you in advance for taking the time to introduce yourself. At Alida, we're dedicated to fostering an environment where our employees feel heard, valued and included.
We believe that a diverse team is a core pillar in building better products and services for our global customers and we strongly encourage applications from all people regardless of race, religion, gender, age, disability status or sexual orientation. Even if you don't meet every single one of the stated requirements but you are excited about this opportunity, we'd love to hear from you anyway. Our Talent Acquisition team will review your application for this role, and others we may have open now or in the future.
Follow us at www.alida.com and engage with us on LinkedIn, Twitter and Instagram.
Alida has an accommodation process in place to provide reasonable accommodation to employees, and to qualified job applicants with a disability during the hiring process. If you require accommodation because of a disability or medical need, please contact accommodations_hiring@alida.com so that arrangements can be made for the appropriate accommodations to be in place.
Alida takes your private information seriously. Review our Candidate Privacy Statement here to understand how we use and protect your personal information.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits