

Senior IT Support Specialist



Phone :
Web :

Job Summary

Vacancy :
Deadline : Oct 06, 2024
Published : Sep 06, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Are you ready to take your IT career to the next level? Our Waterloo-based office is on the lookout for a Senior IT Support Specialist to join our growing and forward-thinking team. In this role, you won't just support our IT infrastructure—you'll be a key player in shaping the future of our technology landscape as we drive change in the telecommunications industry.

This is a hybrid role which requires you to be in our Waterloo office 3 days a week.

Why you'll love this role:

- **Impactful Work:** Be at the forefront of innovation in a company that's redefining how people connect. Your contributions will directly influence the efficiency and security of our entire organization.
- **Growth Opportunities:** As a senior member of our IT team, you'll have the chance to lead exciting projects, mentor junior staff, and continuously expand your technical expertise.
- **Collaborative Environment:** Work alongside passionate, like-minded professionals in a culture that values knowledge-sharing, creativity, and focus on our customer success. Have regular interaction with executives and team members across the business.
- **Cutting-Edge Technology:** Engage with the latest technologies and tools, ensuring that our IT infrastructure is not only reliable but also ahead of the curve.

What you'll do:

- Provide expert-level technical support across a diverse range of technologies, including Exchange, Windows, Azure, Office 365, and server environments (Windows Server, Linux).
- Lead the management and optimization of Active Directory to ensure seamless user access and robust security across the organization.
- Innovate through automation—develop and refine PowerShell & other scripts to streamline administrative tasks and boost efficiency.
- Administer and enhance our virtualized environments using VMware and other cutting-edge virtualization technologies.
- Support our Mac environment, utilizing JAMF to manage and secure devices.
- Oversee Okta for single sign-on (SSO) and multi-factor authentication (MFA), ensuring our team can work securely and efficiently.
- Champion effective communication by managing Slack and other tools that keep our teams connected and productive.
- Optimize Jira and Confluence for our teams, making sure these tools are tailored to enhance collaboration and productivity.
- Ensure our network runs like clockwork—manage switches, DNS/DHCP configurations, and Cisco equipment to maintain flawless network operations.
- Deliver exceptional customer service with a proactive approach to resolving IT issues.
- Document and share your knowledge to empower the entire team and maintain a robust IT knowledge base.
- Implement and uphold IT security best practices, safeguarding our data and systems against threats

What we are looking for:

- A seasoned IT professional with 5+ years of experience in IT support or a related field, specializing in advanced technical support and systems management.
- Mastery in managing Exchange, Windows, Azure, Office 365, and diverse server environments (Windows Server, Linux).
- Deep expertise in Active Directory management and administration.
- Advanced PowerShell scripting skills to drive automation and efficiency.
- Proven experience with VMware or equivalent virtualization technologies.
- A proactive, problem-solving mindset with a passion for technology and continuous learning.

\$1 - \$1 a year

More about TextNow...

Our Values:

- Customer Obsessed (We strive to have a deep understanding of our customers)
- Do Right By Our People (We treat each other with fairness, respect, and integrity)
- Accept the Challenge (We adopt a "Yes, We Can" mindset to achieve ambitious goals)
- Act Like an Owner (We treat this company like it's our own... because it is!)
- Give a Damn! (We are deeply committed and passionate about our work and achieving results)

Benefits, Culture, & More:

- Strong work life blend
- Flexible work arrangements (wfh, remote, or access to one of our office spaces)
- Employee Stock Options
- Unlimited vacation
- Competitive pay and benefits
- Parental leave
- Benefits for both physical and mental well being (wellness credit and L&D credit)
- We travel a few times a year for various team events, company wide off-sites, and more

Diversity and Inclusion:

At TextNow, our mission is built around inclusion and offering a service for EVERYONE, in an industry that traditionally only caters to the few who have the means to afford it. We believe that diversity of thought and inclusion of others promotes a greater feeling of belonging and higher levels of engagement. We know that if we work together, we can do amazing things, and that our differences are what make our product and company great.

TextNow Candidate Policy

By submitting an application to TextNow, you agree to the collection, use, and disclosure of your personal information in accordance with the [TextNow Candidate Policy](#)

[APPLY](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
