Service Desk Analyst

jane@synergy1cc.com
Phone :
Web :

Job Summary

Vacancy :
Deadline : Aug 11, 2024
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Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

This is a hybrid position working in our Toronto office 2-3 days a week.
As Vena's IT Service Desk Analyst, you will provide overall technical operation of the internal IT environment, so end users can accomplish business tasks. This includes actively resolving escalated end-user help requests within established SLAs. Additionally, you will provide technical direction to purchase, coordinate, and maintain all IT requirements and assets. #LI-HYBRID
What you will do:
• Create and manage end-user, shared and external service accounts and manage access control, based on company policies
• Install, configure, and maintain desktop and laptop PCs, printers, voice, data, audio, and video equipment and resolve trouble ticket items
• Collaborate with hardware and software vendors to verify timely product delivery and ensuring that new equipment is installed and ready to operate on schedule
• Work with Facilities team on office-related tasks
• Work with third-party vendors to repair and maintain company-owned technology assets
• Maintain an inventory of installed software and hardware and manage licensing
• Administer the operation of all LAN/WAN-related network services and troubleshoot performance, connectivity, and related network problems
• Administer LAN/WAN security, antivirus and spam control measures
• Stay up to date on emerging technologies and suggest new ideas and methods to improve processes and tech within the company
• Analyze systems hardware and software problems and develop technical solutions, including implementation of upgrades
• Recommend hardware and software standardization as well as explaining technology solutions to senior management
What you will bring:
• 2 + years of experience supporting IT systems in a fast-paced environment
• Exceptional knowledge of IT operating systems (Windows and Linux), in conjunction with experience installing hardware and software
• Solid infrastructure knowledge: networking fundamentals, TCP/IP, etc
• Customer-oriented communicator with excellent time management and organizational skills
• You have experience working with Cloud Web services such as Office 365, G-Suite, Amazon Web Services (AWS).
• You have experience working with Active Directory, Okta, restricted user accounts and software deployment technologies
• You are able to multitask and leverage your problem-solving abilities in a fast-paced environment
• You are familiar and comfortable working in a 24/7 production environment

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits