

## Service Desk Specialist



Phone :  
Web :

### Job Summary

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Vacancy :  
Deadline : Jul 14, 2024  
Published : Jun 14, 2024  
Employment Status : Full Time  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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### Meet Benevity

The world's coolest companies (and their employees) use Benevity's technology to take social action on the issues they care about. Through giving, volunteering, grantmaking, employee resource groups and micro-actions, we help most of the Fortune 100 brands build better cultures and use their power for good. We're also one of the first B Corporations in Canada, meaning we're as committed to purpose as we are to profits. We have people working all over the world, including Canada, Spain, Switzerland, United Kingdom, the United States and more!

The Service Desk Specialist reports into the IT Manager - Service Desk and plays a vital role in maintaining the smooth operation of our IT infrastructure, offering comprehensive technical support and solutions to internal customers. This position involves handling a wide array of tasks, from resolving hardware and software issues to implementing and managing access to company systems, while ensuring optimal performance of all IT services. The role demands a combination of technical expertise, exceptional customer service skills, and a proactive approach to managing service desk operations.

### What you'll do:

- Actively manage our service desk queue, ensuring timely and effective responses to all user queries. Prioritize tickets based on urgency and impact, and resolve issues swiftly
- Efficiently process hardware and software requests through our ticketing system, from diagnosis to solution delivery
- Provide thorough support and training on various IT topics to users, enhancing their understanding and use of software platforms, email, network tools, operating system updates, and printer troubleshooting
- Ensure smooth functioning of meeting room technology and video conferencing equipment, with hands-on support during key presentations and meetings
- Oversee user access and security protocols for Benevity software, promoting a secure and seamless user experience
- Contribute to the assessment of vendor patches, software updates, and new products, aiding the ongoing enhancement of our IT infrastructure
- Keep our IT documentation, processes, and knowledge base current and accessible, supporting both the IT team and end users
- Play a key role in the IT aspect of our Launchpad onboarding program, ensuring effective setup and provisioning for new hires

### What you'll bring:

- A post-secondary qualification in IT or equivalent experience (minimum of five years)
- Current or in-progress certification in hardware/software troubleshooting (e.g., A+, Network+)
- Practical experience with Okta Workflows and Universal Directory
- Proficiency in hardware and software troubleshooting, with a focus on quality technical support
- Experience in a corporate IT setting, with knowledge in DNS, SMTP, Firewalls/NAT, and WIFI
- Strong familiarity with macOS and experience using Kandji for Apple device management
- Competence in using JIRA Service Desk for IT service management
- Knowledge of infrastructure as code principles
- A strong work ethic, excellent interpersonal skills, and the ability to both work independently and collaboratively in a dynamic team environment

### Discover your purpose at work

We are not employees, we are Benevity-ites. From all locations, backgrounds and walks of life, who deserve more ... Innovative work. Growth opportunities. Caring co-workers. And a chance to do work that fills us with a sense of purpose. If the idea of working on tech that helps people do good in the world lights you up ... If you want a career where you're valued for who you are and challenged to see who you can become ... It's time to join Benevity. We're so excited to meet you.

### Where we work

At Benevity, we have developed a Community First approach that we design our people's experience around with goals to build a strong community and culture, achieve stellar execution of our business goals and social mandate, and ensure Benevity-ites thrive. For those who live within a reasonable commuting distance to an office, we can split our time working in the office and from home to optimize the opportunities of both, with the requirement that we spend at least 50% of the time in the office.

### Join a company where DEIB isn't a buzzword

Diversity, equity, inclusion and belonging are part of Benevity's DNA. You'll see the impact of our massive investment in DEIB daily – from our well-supported employee resources groups to the exceptional diversity on our leadership and tech teams.

We know that diverse backgrounds, experiences, skills and passions are what move our business and our people forward, so we're committed to creating a culture of belonging with equal opportunities for everyone to shine.

That starts with a fair and accessible hiring process. *If you want to feel seen, heard and celebrated, you belong at Benevity.* Candidates with disabilities who may require accommodations throughout the hiring or assessment process are encouraged to reach out to [accommodations@benevity.com](mailto:accommodations@benevity.com).

**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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