

Technical Support Analyst- 6 Month Term



A T T A B O T I C S

Phone :

Web :

Job Summary

Vacancy :

Deadline : Oct 18, 2024

Published : Sep 18, 2024

Employment Status : Fixed Term Contract

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

About You

You want to work for a fast-paced company that thinks big and dreams huge. You are driven, view work as more than just a job, and are never satisfied with a project left half-done. You have a strong sense of personal ownership and responsibility for completion of objectives on time. You want to figure out why things tick which makes you tick but very little ticks you off. You want to think outside of the box and continually challenge your own limits, as well as those around you. You have a mad scientist mentality where you want to be part of the robots building robots revolution.

About Attabotics

Attabotics is the world's first 3D robotics supply chain system for modern commerce. Inspired by the framework of ant colonies, Attabotics replaces the rows and aisles of traditional fulfillment centers with a patented storage structure and robotics shuttles that utilize both horizontal and vertical space, reducing a company's warehouse needs by 85%. By empowering retailers to place fulfillment centers near high-density urban areas, Attabotics helps create jobs and decrease carbon emissions by closing the last-mile delivery gap. Attabotics is a TIME Magazine Most Innovative Company special mention, CNBC Disruptor, and one of Fast Company's world's 50 most innovative companies. Attabotics is based in Calgary, Alberta, Canada, with fulfillment centers across the United States and Canada.

The Role

Attabotics Technical support specialists work with end-users to provide technical support and assistance for technical, software and hardware problems. This Specialist must have a high degree of active listening and an ability to determine issues from limited explanation of issues and is comfortable using an array of diagnostic tools and scripts. Working with a like-minded team, you'll remotely facilitate the troubleshooting and resolution of technical incidents to enhance the efficiency and capabilities of our robotic systems. As a Technical Support Specialist, your superpowers must comprise of solving problems effectively, offering advice, hunting down bugs, moderating solutions and serving as an advocate for the people you support.

This is a six-month opportunity with the possibility of extension.

Who you are

- Degree or diploma in a relevant technical field
- Minimum 5 years experience in supporting, managing, administrating, or deploying cloud/server environments and infrastructure
- Minimum 2 years experience in providing Tier 2 support to other groups or clients.
- Application or hardware log analysis experience and hardware troubleshooting experience
- Experience in supporting field operations, onsite and remote – understanding the unique requirements of supporting a system in the field
- Excellent written and oral communication with internal divisions and external customers or clients
- Experience installing, upgrading, or troubleshooting IT infrastructure (servers, routers/switches, communications closets, or data centers would be an asset)
- Change management or Service Management experience (ITIL, COBIT, ITSM, SolarWinds, or equivalent)
- Database querying/support (MS SQL or equivalent)
- Experience with a Managed Service Provider (MSP)
- Experience with IT Management Software (VSA, ConnectWise, ManageEngine, or equivalent)
- Python, PowerShell, or any other automation scripting experience
- Ticketing system experience (Remedy, ServiceNow, JIRA, Salesforce, or equivalent)
- May be required to travel internationally
- Must be open to working in rotating shift work in a 24x7x365 support environment. Once training is complete, the primary shift will be Monday through Friday 2PM – 11PM Calgary MTN time
- Must be able to lift 50 lbs and comfortable working at heights of approximately 10 meters

What we need

- Follow all Service Management processes; create and track issues through to resolution, work within agreed service level response times
- Ensure all issues are properly categorized and recorded, including all logs and troubleshooting information
- Guide client or field teams through a series of actions, either via chat, phone, or email, until they have solved a technical issue
- Prepare user reference material by drafting operation instructions and documenting hardware and software updates in the team knowledge base articles
- Develop and maintain excellent working relationships with internal teams and clients
- Document or create process improvements or procedures for your role/responsibilities or team.
- Provide onsite customer support as required
- Other duties assigned from the team lead or manager as required

If this description describes you perfectly and the work environment you know you can thrive in, send us your resume as well as describe to us what you're passionate about and we may just reach out to you.

Attabotics is committed to employing the best people to do the best job possible within our environment. We hire based on merit and are strongly committed to cultivating diversity as a source of excellence. Attabotics firmly believes that diverse perspectives drive innovation and business success. We embrace a wide range of differences, as they contribute to our uniqueness and strength. Successful candidates for this position will undergo a criminal record check, and must provide proof of legal eligibility to work in the country they applied to without sponsorship.

Attabotics promotes a corporate safety culture where employees' health, safety & well being is number one and with the ultimate goal of establishing a zero incident work environment.

For a current listing of all our postings, please visit:

<https://jobs.lever.co/attabotics>

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
