

APPSONNET

Junior Support Analyst (Full time, Permanent) - Job Posting

Do you enjoy working with people and technology? Are you eager to learn, grow and work in a fast paced, dynamic environment of IT services and support? Can you work professionally with diverse clients providing exceptional customer services? Join us if you are the one!

Description

The Junior Support Analyst will provide Windows/Linux server and network and desktop support to the clients. With superior customer services, Junior Support Analyst will work collaboratively with the team to respond to remote and onsite troubleshooting, responding to phone calls, and emails, managing, monitoring and escalating (when required) the ticketing system queue, and monitoring managed customer equipment. You will also review and analyze security and maintenance log files in addition to other administrative tasks. You should be able to multitask with good time management skills and the ability to work with a team and independently. You must have good communication skills with a professional attitude to interact with diverse clients.

About APPSONNET

Applications on Networks, Appsonnet for short, is a dynamic IT services and support company, providing a complete suite of technology solutions to small and mid-sized companies in Toronto and select services to companies across Canada, North America and around the world. Founded in 2004, our expertise covers public, private and hybrid cloud solutions, computing infrastructure monitoring, management and end user support. At Appsonnet, you'll be part of a highly trained and experienced team, helping to solve a range of IT challenges for our clients that allows them to move their businesses forward.

Qualifications

Experience:

- 2-3 year technical support experience in the IT industry.

Technical skills:

- Microsoft technologies e.g. Windows Server 2003/2008/2012/2016/2019 and Windows Desktop 7,8,10 admin skills.
- Understanding of Internet Services, DNS, Bind, SMTP-mail servers, Web-Hosting, VPN, SAN.
- A good understanding of TCP/IP and general networking and systems security.

Assets:

- Experience with Computer Hardware like Cisco, Dell, HP, IBM, Lenovo is preferred.
- Familiarity with Virtualization Technologies (e.g. VMware ESX and/or HyperV).
- Previous experience with help-desk/call center technologies and remote support is a definite asset.
- Linux System Administration skills are preferred along with experience in operating systems variants like Centos, Debian, Redhat, Ubuntu, etc.

Travel: Travel within GTA. Must have a valid G license.