

## Senior IT Support Technician

Beyond Technologies is a professional service firm, specialized in SAP solution integration and business process optimization. We are looking for a Senior IT support technician to join our dynamic team.

### Your tasks:

Provide daily IT support to employees, this support includes:

- + Communicate with users to guide them in the use of different computer tools
- + Participate in the support of IT for projects
- + Provide IT support to users (networks, Google Suite and Microsoft Office applications, phone system, wireless equipment, printers, cell phones, etc.)
- + Configure and troubleshoot computers (mostly Mac)
- + External support (on the site of our customers) can occur 1 to 2 times a month max
- + Bringing, documenting in an internal directory and applying solutions to problems encountered
- + Work daily on the following systems: phone portal - inventory \ purchase
- + Troubleshoot projectors and audio devices in meeting rooms
- + Basic knowledge about Radius systems - TCP \ IP - Firewall - network protocol - WIFI - LDAP - NAS \ SAN
- + Participate in the training of new employees.

### You are a person who is:

- + Integrated
- + Dynamic
- + Organization
- + Diplomatic person with a customer approach
- + Motivated and determined to succeed
- + Solution-oriented

### You have:

- + Experience with backup systems - Enterprise Connect - Office 365 - Anti Virus.
- + DEC or AEC in computer science or DEP in technical support;
- + Good knowledge of networking (Firewall, NAT, VPN, DNS, DHCP, Wifi, Security)
- + Ability to find solutions to complex problems;
- + Ability to learn quickly and independently
- + Good work organization
- + Diplomatic and customer-oriented person
- + Bilingualism (oral and written) English and French.

At Beyond, we want our employees to be happy and healthy both at work and outside of work. Everything we do and offer our employees is based on our philosophy that investing in our people is beneficial for all of us.

