

IT SUPPORT SPECIALIST

Beyond Technologies is a professional services firm, specializing in the integration of SAP solutions and the optimization of business processes. We are currently looking for an IT Support Specialist to join our dynamic team.

Your tasks:

- Participate in IT support 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 Macs)
- External support (on the site of our customers) can occur 1 to 2 times per month max
- Bringing, documenting in an internal directory and applying solutions to problems encountered
- Work daily on the following systems: phone portal - inventory \ purchase
- Troubleshooting 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 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 learn quickly and independently
- Good work organization
- Bilingualism (oral and written) English and French

You are:

- Solution-oriented
- Authentic
- Diplomat
- Collaborative
- Creative, with innovative ideas
- Motivated and determined to succeed
- Autonomous with leadership

At Beyond, we want our employees to be happy and healthy both on and off the job. Everything we do and offer to our employees is based on our philosophy that investing in our people is good for all of us!

Beyond is dedicated and committed to promoting a diversified and inclusive work environment for everyone. Beyond Technologies is an equal opportunity employer and we believe in fostering an environment where everyone regardless of gender, race, ethnicity, sexual orientation, disability, age, or all other identities feels respected, protected and celebrated.