Corporate Information Technology – IT Support Analyst

Role Location: Toronto

Role Reports To: IT Administrator

Role Type: Full-Time

About Scalar Decisions:

Scalar Decisions Inc. ("Scalar") is an IT solutions integrator, specializing in architecting, implementing and managing mission-critical IT environments. A national organization headquartered in Toronto, Scalar's 175 plus employees service customers from offices in Toronto, Vancouver, Calgary, London, Montreal, and Ottawa. Scalar has grown aggressively since its inception, and is now the 15th largest ICT solution integrator in the country, up from #75 in 2007. We focus on recruiting top talent, and we work hard to keep them. To learn more about Scalar go to www.scalar.ca.

Job Summary

Scalar is looking for an IT Support Analyst who will be the first point of contact for end user support, asset management, provisioning, communications, and more. We're looking for someone with great people skills who can troubleshoot and diagnose on the fly in person, over the phone, or electronically. Reporting directly to the IT Administrator who oversees all internal IT aspects at Scalar, you'll be a key part of expanding and strengthening our internal IT practice.

Core Responsibilities:

- Acts as the first level resource in troubleshooting, diagnosing and resolving complex incidents for all aspects of end user systems software and hardware.

- Handles all hardware and software provisioning including new user account creation, activation and hardware deployment

- Produces and maintains documentation and asset management data for all hardware and software

- Provides customer-facing support for all aspects of end user computing and network-based PC/Mac systems software, hardware and Service Desk duties

- Collaborates with IT Administration staff for resolutions and solutions

- Coordinate incidents and repairs with vendors and manages resolution.

- Provides guidance to business area management in the purchase of selected vendor hardware and software.

- Identifies opportunities for and leads process improvement initiatives.

- After hours systems changes, monthly maintenance roll out and on-call support is required

Qualifications

- Bachelor's Degree in a technical or business discipline or equivalent experience

- Minimum of 2-3 years experience in the IT Support or Operations field

- Hands on experience supporting a multitude of operating systems, platforms, and devices

- Proficient in MS Windows administration and elements like Active Directory, DNS, DHCP, TCP/IP.

- Proficient in Apple Mac OS X, hardware, accessories, and the support therein

- Proficient in iOS, Android, and Blackberry platforms and applications

- Citrix XenMobile Mobile Device Management experience would be beneficial

- Magor Visual Collaboration experience would be an asset

- Exposure to Mitel 3300 PBX or other VoIP systems will be an asset

- Good knowledge of IT concepts and overall strategies, methodologies, practices & procedures.

- Strong negotiation, facilitation, verbal/written communication skills, presentation, customer service skills & consensus building skills

- General knowledge of Brocade switches, Brocade or Cisco Meraki wireless products would be an asset

- Experience with ticketing (OTRS) and monitoring systems (Zabbix, Catci)

- Other duties as required

- Excellent English written and verbal skills. Conversational French language is an asset

- Candidates applying for the position must be legally able to work in Canada

- After hours availability required

If you are a passionate team player and you are interested in the above position or know someone who is send your resume to careers@scalar.ca