Position: IT Technical Specialist

About BioConnect

BioConnect is a rapidly-growing biometric technology and software company. We have set out on a mission to change the way society verifies identity. We believe that people want to use their true, biometric identity to verify who they are instead of relying on approximations of identity like keys, fobs, passwords and PINs that can be lost, forgotten or stolen. BioConnect has an incredibly unique vision and way of doings things, much like our team members. Our team is forward thinking, self-fuelled, relentlessly passionate and centered around unbeatable customer service. Our modern, open-concept office in the heart of Liberty Village, Toronto, is filled with energy, passion, and… dare we say it? Fun.

Key Responsibilities:

- Perform in-office troubleshooting of hardware and software issues
- Assemble and configure company systems and servers
- Occasional troubleshooting of hardware, networking and software issues
- Document changes to the technical support environment
- Excellent verbal and written communication skills are a must
- Monitor ticketing system to ensure timely resolution of issues
- Ability to work under tight deadlines; multi-tasking abilities are essential
- Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications

Technical Requirements:

- Knowledge of installing, configuring, administering and troubleshooting Microsoft Windows Server 2008 / 2012 / 2012 R2 including Active Directory.
- Knowledge of installing, configuring, administering and troubleshooting Linux. (CentOS, Ubuntu)
- Knowledge of networking hardware including Cisco, Sophos, SonicWALL, routers, firewalls, switches and VPN appliances.
- Knowledge of virtualization platforms including VMware ESXi and Hyper-V.
- Knowledge of cloud platforms including as Azure, Amazon Web Services (AWS), and Google Cloud Platform
- Experience with troubleshooting and supporting mobile devices iPhone, iPad, and Android\

Need to haves:

- Post-secondary education in Computer Science / Information Technology
- Highly self-motivated and directed with a passion for technology and I.T.
- Proven technical analytical and problem-solving skills

- Ability to conduct research into a wide range of computing issues is required
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Strong multitasking skills with the ability to absorb and retain information quickly
- Exceptional customer service orientation

Nice to haves:

- Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 or equivalent
- Cisco/Microsoft/CompTIA certifications would be a big asset

So, do you think you have what it takes to join this fast-growing team?

Please contact us at careers@bioconnect.com to apply for this position or visit www.bioconnect.com/careers to apply online. We appreciate all expressed interest in this position, however, only the candidates selected for interview will be contacted.