

## JOB DESCRIPTION

<b>Title of Position</b>	Technical Support Specialist (Linux)
<b>Department</b>	IT Infrastructure and Support
<b>Immediate Supervisor</b>	Director, IT Infrastructure and Support
<b>Location</b>	Montreal (Blainville)

### Summary

The Technical Support Specialist's role is to ensure proper application and computer equipment operations so that end users can accomplish tasks. This includes receiving, prioritizing, documenting and actively resolving requests.

### Key Responsibilities

- Build rapport and elicit problem details from help desk customers
- Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician
- Record, track, and document the help desk request problem-solving process, through to the final resolution
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue
- Perform post-resolution follow-ups to support requests
- Develop help sheets and knowledge base articles for end users
- Perform related duties consistent with the scope and intent of the position
- Prepare, install and support sensors
- Diagnose sensor problems (networks, firewalls, services or hardware)
- Maintain services and production servers related to the ArkAngel solution (sensors, PostgreSQL database servers, apache)
- Provide hardware support
- Follow up on internal technical support requests for Hitachi Systems Security (level 1 and 2)
- Maintain the equipment inventory and contact suppliers to purchase hardware
- Maintain 24x7 support (On-call rotation schedule)

### Required Qualifications and Skills

- IT diploma at college level or higher
- Minimum two (2) years experience in networking

- Excellent knowledge of network protocols and equipment
- Excellent knowledge of Linux operating systems (RHEL, CentOS)
- Good experience with TCP/IP protocol and low-level network troubleshooting (VPN/IPSEC, etc.)
- Experience with different elements ensuring network security (firewalls, proxies, etc.)
- Knowledge of computer hardware
- Experience with desktop and server Operating Systems; Windows, CentOS Linux
- Extensive application support experience
- Working experience with a range of diagnostic utilities
- Resourceful, analytical and problem solving skills
- Exceptional written and oral communication skills in both French and English
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills
- Strong documentation skills
- Ability to work in a team environment
- Honesty, integrity and confidentiality required at all times
- Security Clearance required for Canada: "Secret"
- Ability to absorb and retain information quickly
- Keen attention to detail
- Exceptional customer service orientation

## **Qualifications Considered an Asset**

- Knowledge of JBOSS and PostgreSQL
- Experience with support ticket management systems

## **We offer:**

- Thorough in-house, expert training on cutting-edge technology
- State-of-the-art IT equipment
- Dynamic work environment in new and modern office
- Employee Referral Bonus
- Group insurance plan
- Team spirit and dedication to service excellence
- Sense of belonging to a global, brand-name organization