

IT Support Specialist

OPPORTUNITY

Ainira Industries is currently seeking expression of interest for IT Support Specialists to join our teams.

JOB DESCRIPTION

An IT Support Specialist will oversee the day-to-day operation of our computers, phones, and computer networks including hardware, software, and special projects. The Specialist will have a strong ability to diagnose problems and solve them. We are looking for full-time candidates who are eager to learn and are reliable, ready, and able to complete assigned tasks with minimal direction.

RESPONSIBILITIES

- Building, testing, and maintaining company computers, laptops, and software
- Installing, maintaining and troubleshooting network infrastructure, including routers, switches, wireless devices, and cabling
- Providing end-user support including account administration, desktop and mobile support, including remote support
- Generate technical documentation and instructional material for internal and external teams
- Deploy and configure telephony systems to new and existing users
- Support important remote and local video and phone conference calls
- Occasional travel may be necessary

SKILLS and ABILITIES

- BSc in Information Technologies or Computer Science
- Experience building, maintaining, upgrading and repairing computer systems
- Excellent troubleshooting skills – network issues, WiFi setup
- Advanced Helpdesk or other direct user support experience
- Strong fundamental networking knowledge including IP addressing, DHCP, basic physical and logical network topology.
- Strong familiarity with Windows. OSX and/or Linux experience a plus
- Familiarity with Android and IOS
- Flexible hours and ability to be on call
- Ability to work as part of a team and independently
- Direct experience supporting C-Suite executives and other VIP staff
- Excellent written and verbal communication skills – ability to communicate technical information, both verbal and written, to a wide range of end-users

COMPENSATION

The Company offers a competitive compensation and benefits package.

APPLY

Click "Apply" below or use form in the Contact section – quote the reference number HR-COR-0020. Only the shortlisted candidates will be contacted. Thank you for your interest.