



IT Analyst

SOTI

About the Company:

SOTI Inc. was established in 1995 with the innovative ideas and visionary concepts of President and CEO, Carl Rodrigues. Over the past decade, SOTI has evolved to become a world-leading organization within the Enterprise Mobility Management, IT Helpdesk and Mobile Security Industry. Since 1995, SOTI Inc. has been developing industry - leading technology that solves the unique challenges involved in managing, securing, supporting and tracking mobile devices. SOTI is a proven innovator and industry leader for mobility and IoT management. Organizations around the world depend on SOTI to enable their strategies for mobile devices, applications, content, as well as endpoints for the Internet of Things. Our extensive vertical experience provides unparalleled insight into each company's unique business needs. Strong relationships with mobile technology and IoT partners around the world gives us advanced knowledge of new technologies and cutting-edge business solutions. Our commitment to innovation ensures your business is one step ahead with the solutions you need to take mobility to endless possibilities.

Purpose of the Job:

SOTI's growth and success is a result of commitment to innovation through entrepreneurial culture and leadership. Employees are driven to make an impact, offer a unique value and most importantly, be part of a winning team. You have a great passion for modern technology, and you are driven by your energy to identify and resolve complex problems, while providing excellent service. If you are eager to prove your understanding of computer networking principles, your strong problem solving abilities in a fast-paced environment, and you are willing to learn, then this position is a perfect fit for you.



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Responsibilities:

- Provide technical assistance and support for incoming queries and issues related to computer systems
- Configure, deploy, troubleshoot and provide hardware and software support for firm notebook computers, mobile devices and printers.
- Create, update and track support tickets using the firm's incident management tool.
- Handles first/ second level support calls via Skype and provides remote control support to expedite problem solving.
- Investigate and resolve issues reported by users, and communicate with specific resources to resolve escalated issues
- Able to plan, prioritize and organize workload, consistently working within service standards and agreed objectives.
- Run diagnostic programs to resolve problems
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), Servers and other systems.
- Able to react to change productively and handle essential task as assigned

Qualifications:

- Experience working in a networked environment and ability to perform moderately complex troubleshooting of networked devices (laptops, tablets, mobile devices, printers).
- Demonstrated ability to resolve moderately complex technical issues, providing accurate analysis and suggesting appropriate solutions.
- Strong interpersonal, problem solving and organizational skills.
- Consistent, timely delivery of high quality work with an ability to prioritize tasks based on relative importance and urgency.
- Flexibility, energy and ability to work well with others in a team environment.
Demonstrated ability to collaborate within a team and across teams (to help improve processes or services).



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- Demonstrated ability to operate under minimal supervision, with virtual interaction.
- Effective verbal and written communication skills and ability to work with diverse cultures, sometimes in a virtual environment.
- Proven ability to work with all levels of management.
- Degree or Diploma in Computer Networking, Information Technology, Computer Science or a related technical field.
- Knowledge of Active Directory, certificates, CRM solutions
- Hands on implementation and integration experience with CRM, ERP or HRIS will be a bonus

Job Type:

Full-Time

Apply Online at

https://soti.wd3.myworkdayjobs.com/en-US/Careers/job/Mississauga-Canada/IT-Analyst_R00991

Location : Mississauga, Canada

