IT Analyst

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Company: Hylink Digital

Location: Bogotá

Category: business-and-financial-operations

Who We Are   Hylink Group was created from pure ambition. From the day we earned our very first client in 1994, to the global scale we have grown to become, our singular focus remains clear: work tirelessly to help our clients exceed their own ambitions. Whether crafting innovative campaigns that deliver storytelling at scale, or optimizing the curation and deployment of media with purpose, we believe each project is an opportunity to use our extraordinary diversity to reach, and to learn, and to grow stronger and more capable than ever before. It's a journey with no finish line, and that's just the way we like it. That's why we're looking for talented individuals who share that passion to come join our team.   Are you ready to Advance Beyond Ambition?   Responsibilities: Respond to employees' IT support requests from the team globally (LATAM, US and APAC) with troubleshooting, software and hardware assistance. Administration of the different company platforms and systems, including google apps, Mosyle business and others. Implement and enforce security protocols and procedures to safeguard company data Perform regular backups of data and ensure disaster recovery procedures are in place Respond to and resolve user inquiries and technical support requests in a timely and efficient manner Developing, documenting and improving IT processes and procedures. Research and recommend new IT solutions and technologies Collaborate with vendors to ensure optimal functionality of IT systems Some general administrative duties when required, such as: Maintain an up-to-date IT asset list. Assist with purchasing Joffice equipment, supplies, and snacks. Set up IT equipment and conference calls for internal and external meetings. Collaborate with operations to ensure proper office maintenance in Bogota. Manage access cards and verify the functionality of

the company security system. Support the setup of IT equipment and other assets to optimize employee performance. Qualifications: Bachelor's degree in computer science, engineering or related field. 2+ experience in a similar position. Excellent technical, diagnostic and problem solving skills. Advance English Level. Must have experience Google, Mosyle or similar Mac MDM system, and Microsoft 365 Experience or knowledge with Unifi Networks UnifiOS, Synology and NAS setup and VPN setup and server FTP SFTP processes Strong organizational skills. Ability to establish professional relationships with staff and customers. Excellent communication. Recruitment Process: You will be contacted by our team within 72 hours of your application. Our recruitment process takes a maximum of 21 days from the first interview and you will be notified in case of success or failure, it is important to know that this role is going to work in a Hybrid model in our offices in Bogota Hylink is an Equal Opportunity Employer committed to providing a workplace free from discrimination or harassment. We believe that no one should be discriminated against because of their differences, such as age, disability, ethnicity, gender, gender identity and expression, religion or sexual orientation. Decisions related to hiring, compensating, training, evaluating performance, or terminating are made fairly without regard to age, race, creed, color, religion, sex, national origin, ancestry, disability status, veteran status, sexual orientation, gender identity or expression, genetic information, marital status, citizenship status or any other basis as protected by federal, state, or local law. Powered by JazzHR

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