

# Colombia Jobs Expertini®

## IT Support

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Company: Apollo

Location: Colombia

Category: computer-and-mathematical

### **About the role:**

As an IT Analyst, you will play a vital role in ensuring the smooth operation of our hardware, software, and systems. You will provide technical assistance and support to our employees, proactively analyzing our current systems, assets, and implement solutions as well as upgrades. You will excel in this position with strong problem-solving skills, great communication, and a solid technical background. Your expertise in SaaS platforms, advanced IT support experience in software and hardware, and up-to-date IT industry knowledge will make an immediate impact on the day-to-day efficiency of Apollo's IT operations.

### **Daily Responsibilities:**

Install, configure, and provide support for computer systems, including hardware and software components

Take ownership of user support requests by using IT support tools and effectively managing and resolving issues

Diagnose and troubleshoot software, networking, and hardware issues, identifying root causes and implementing solutions

Provide technical support remotely via remote access or collaboration systems to ensure the timely resolution of IT problems

Repair hardware malfunctions, address software issues, and resolve networking problems to

minimize downtime and optimize system performance

Maintain strong internal relationships with colleagues and users, delivering exceptional customer service and ensuring user satisfaction

Handle onboarding, updating, and offboarding of user accounts, managing access rights and permissions

Facilitate asset purchasing and arrange logistics for new hires and departing employees

Propose enhancements to processes, platforms, and information security measures to improve efficiency and effectiveness

Maintain accurate inventory records of hardware, software licenses, and other IT assets, ensuring timely updates and documentation

### **What We're Looking For:**

Experience administrating macOS MDMs

Experience administrating Okta is a plus

Experience administrating Google Workspace

Proficiency in working with current IT equipment and technologies, staying up-to-date with industry advancements

Expertise and knowledge administrating large SaaS platforms environments

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