



## Help Desk Specialist

Agilis Networks (Agilis) is a telecommunications company dedicated to ensuring that all clients are treated like business partners. Founded in 1997, Agilis Networks is the backbone for much of the enterprise-level networking in many Northern Ontario communities. With a robust fiber-optic network, Agilis Networks is the premier choice for businesses and organizations in need of top-of-line, reliable telecommunication services.

Agilis is part of the Greater Sudbury Utilities Inc. (GSU), a diversified, community-owned corporation focused on excellence, innovation, and growth.

Agilis is seeking a Help Desk Specialist.

The Helpdesk Specialist will be at the forefront of ensuring seamless operations by providing first-level support for our products, services, and applications for our clients. The primary responsibility will be to address the diverse needs of our clients across various lines of business. This entails promptly responding to infrastructure and service delivery requests, troubleshooting technical issues and effectively resolving them. Additionally, this position plays a pivotal role in escalating complex issues to the appropriate channels for further resolution, ensuring minimal disruption to business processes.

### Minimum Qualifications Required:

- Must be a graduate of a community college in Information Science/Technology program with two years experience.
- Have in-depth knowledge of IP, SIP, general networking protocols and topology, email, and webhosting with demonstrated ability to become proficient.
- Possess a solid understanding of layer 1 to layer 3 network layers, security, firewalls and Wi-Fi
- Be detail oriented and possess excellent communication, interpersonal, analytical, and trouble-shooting skills.
- Experience with programming concepts and languages for both the front end and back end will be an asset.

Interested applicants are invited to email a detailed resume by **May 10<sup>th</sup>, 2024** no later than 4:30 p.m. to [jobposting@gsuinc.ca](mailto:jobposting@gsuinc.ca)

GSU is an equal opportunity employer. We thank all applicants for their interest in our organization, however, only those applicants selected for an interview will be contacted. If you are selected to participate in the recruitment process for the position to which you have applied and require a disability-related accommodation, please notify the Human Resources Department.