



## POSITION PROFILE

<b>Client Organization:</b>	RYCOM Corporation
<b>Position Title:</b>	Monitoring Support Analyst
<b>Reports to:</b>	Manager, Service Delivery
<b>Location:</b>	Montreal, QC

### Job description

**RYCOM** is a trusted leader in Smart Tech solutions for public and private sector real estate, properties, and portfolios for over 20 years. The **RYCOM** team develops, delivers, and supports the innovative strategy and the integrated layers of technology required to create Smart Buildings today that meet the demands of the future. By staying at the forefront of technology solutions, utilizing best-in-class support models, and delivering quality services with the highest level of care and support, **RYCOM** simplifies technology for clients so they can focus on their core business while achieving operational, environmental, and measurable results.

### Reasons to Join RYCOM

- A team driven by passion and a culture where people make a difference because we believe that every voice counts
- An entrepreneurial environment
- Opportunity to learn different parts of the business
- Employee Health and Wellness Program
- New State of the Art Facility
- Team fundraisers
- Comprehensive benefits program
- RRSP matching
- Employee training
- Compensation based on experience
- 3 weeks paid vacation to start

We currently have an opportunity for a dynamic individual to join us as a Monitoring Support Analyst as we expand our team and suite of services. The ideal candidate will be someone who is always pushing the limits of their capabilities, growing their skill set, and expanding and evolving both the team and the environment around them. A sense of humour is mandatory.

### JOB DESCRIPTION:

- Montreal Operation Centre Open 7/24 hours 365 days.
- Level 1 Network Support Analyst
- Monitor networks, device status, analyze trends, threat detection & routine performance verifications.
- Effectively resolve incidents within the required SLA's

- Provide timely response to all incidents, outages and requests to customers and service providers.
- Follow Incident Response and Escalation procedures accurately and quickly.
- Maintain knowledge of new customer technologies, devices, and procedures.
- Basic switch configurations
- Initial point of contact for customers and internal users.
- Able to multitask and prioritize incidents based on operational impact.
- Accurately record problem details using a ticketing system(s).
- Prepare and maintain technical documentation, procedures, and diagrams.

#### **JOB REQUIREMENTS:**

- **Fully bilingual, written and spoken (English and French)**
- Educational level: DEP/DEC/BAC Computer Science or equivalent
- Certifications (ITIL, CCNA)
- 7/24/365 shift rotation with other team members (includes evenings, weekends, and holidays)
- Strong analytical, documentation and communication skills are necessary.
- Knowledge in Routing and Switching
- Knowledge in Network Security & Cyber Security
- Familiarity with security tools, techniques, and concepts
- Excellent communications and interpersonal skills are essential.

#### **EXPERIENCE:**

- Network System Administration
- Previous NOC/SOC Support
- Customer Service experience (3+ years)
- 2 years+ experience in IT Operations/technical support role
- Knowledge of network routing and switching technologies and protocols
- Experience with various equipment, including routers, switches, and firewalls.

#### **VACCINATION POLICY**

The health and safety of our employees is a RYCOM priority. Candidates are required to be fully vaccinated. Medical exemptions may be accommodated upon request.

***RYCOM welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.***