



We are hiring

Would you like to be part of our dynamic, global and growing team? South Pole is an energetic, global company offering comprehensive sustainability solutions and services. South Pole acts today 'for a better tomorrow'. With offices all around the globe, we accelerate the transition to a climate-smart society. Our vision is "Climate Action for All": We inspire and enable our customers to create value from sustainability-related activities.

To further promote environmentally and socially responsible practices, we are currently looking to recruit a highly motivated and dedicated individual to be our new

IT Support (100%) based in Medellín, Colombia or Mexico City, Mexico

As our IT Support for our Latin American offices, you will deliver all work required for the efficient, safe and reliable functioning of all office systems. If you are a motivated IT Support professional with excellent communication skills, interpersonal skills and you are able to thrive in a fast-paced environment then we are looking for you!

Tasks and responsibilities

- Responsible for the installation and updating of software, hardware maintenance, and preventive maintenance
- Schedule Hardware and software maintenance
- Provide first level support to users for OSX and Windows 10 with Google Suite
- Be responsible for local Backups and Backup management
- Organize and maintain an Internet Connection from the Office, dealing with local Internet provider
- Solve TCP/IP Network issues
- Handle Hardware guarantee cases and replacements
- Support Unix / Linux related work
- Cooperate in the English language, with the head of IT based in our headquarters in Switzerland
- Assist to Implement the new Systems from the main IT
- Write first level documentation
- Define and evaluate the local needs to bring these inputs in our global IT system.
- End user support
- Client Computer Maintenance
- IT troubleshooter
- Maintenance and troubleshooting printers

Your profile

- Bachelor's degree in Computer Science or a related field; or equivalent practical experience
- 1 year of previous experience doing similar tasks as ICT-Supporter, first and second level supporter, IT Helpdesk, System Engineer within an organization
- Have the relevant technical skills in OSX, Windows 10, Backups, TCP/IP, Unix/Linux, Synology NAS and related
- Customer-oriented approach, with the ability to proactively provide valuable solutions to internal customers across a broad range of IT topics in a friendly manner and willing to help each user as best as possible
- Solid communication skills; Speaking, understanding and writing technical English and Spanish is a must
- Strong problem-solving skills



- Self-driven, and coworking with a small globally distributed team
- Willingness to communicate, share and document your solutions and actions with the global Team

We offer

- Work in a global group of young people, open-minded using the newest technology to save the world from global warming
- Possibility to get into Server Administration on Google Compute Engine Windows Server, ready to pay and give time for LPIC I certification
- The opportunity to use your skills, experience, and enthusiasm to help a growing company with big ambition

Please apply

If you are interested in joining a young and international team looking to make a difference to the world we would be happy to hear from you! Please send your cover letter and CV directly through our [website](#). If you have any questions regarding this vacancy, please contact us on jobs@southpole.com.