



Help Desk Support

VICE started in 1994 as a newsprint monthly in Montreal and is now a global youth media company that includes print, events, music, online, television, and feature film divisions that operates in over 30 countries. VICE is the industry leader in original video for the web. With dozens of original series franchises across all content categories, VICE publishes about 60 minutes of new video content every day. For further information and additional background, please visit www.vice.com.

OVERVIEW

VICE Media is seeking a Help Desk Support staff person to assist the IT staff with the day-to-day operations, as well as fulfill help desk requests and general computer support.

ROLES AND RESPONSIBILITIES

- Macintosh Troubleshooting and repair
- VoIP support
- Printer support
- Basic technology maintenance and recordkeeping
- Customer service towards internal customers

QUALIFICATIONS

- B.S. Technology/Computer Science
- 2+ Years experience working in a media company
- Previous Experience with Help Desk Support, +/- Mac Certifications
- Help Desk Understanding of multiple computer operating systems
- OSX support, VoIP, switching, printer support
- Excellent written and verbal communications skills
- Ability to multi-task and work independently.

COMPENSATION

VICE offers a comprehensive benefits and compensation package that is commensurate with experience and abilities.

HOW TO APPLY

Send a detailed PDF version of your cover letter and resume with **salary requirements** by email to vicecareers@vice.com. Reference "Help Desk Support" in the subject line. Only resume in PDF format will be considered.

EOE