JOIN OUR TEAM!

Innovate, Collaborate and Elevate with AKA!

By joining AKA, you become a part of a community driven by innovation and a vision for a cleaner world, transforming global power utilization and increasing sustainability with cutting-edge technology.

WHO WE ARE

AKA Energy Systems (AKA) is a systems integrator that offers innovative energy solutions to various industries. With a team of electrical, mechanical, software, and automation engineers, we…

- **DEVELOP,**
- **BUILD,**
- **TEST,**
- **DEPLOY, and**
- **MAINTAIN**

Power systems in marine and offshore industries, microgrids and renewable energy technologies in land-based industries. We operate from offices located in Canada, the United States of America, Europe, and Asia, with teams deployed around the world. Engineering, Manufacturing, and Services are based primarily in our Prince Edward Island facilities.

We prioritize caring for one another, our communities, and the environment. Our goal is to create a significant and positive global impact through the development, advancement, and commercialization of technologies that enhance safety, promote environmental cleanliness, and improve overall well-being.

OUR COMMITMENT TO YOU

- Creative and challenging work environment immersed in cutting-edge technologies

- Working with experienced cross-functional teams in a globally renowned company

- Flexible working conditions and exciting travel opportunities

- Continuous training, and professional and personal development

- Opportunities to learn and work across a wide array of projects and engineering disciplines

- Competitive compensation package, including attractive group benefits.

AKA
Energy Systems
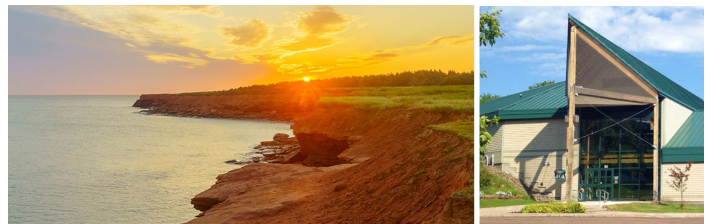
Ahead of the Current. Local Presence. Global Reach.

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IT SUPPORT – HELP DESK ANALYST

Employment: Full Time | Reports To: Information and Process Manager | Location: Poole's Corner, PEI

ABOUT THE ROLE

The IT Support Analyst will provide front-line primary technical support to end users on various technical issues and problems relating to hardware, software and peripherals. The IT Support Analyst will perform root cause analysis, develop checklists for typical problems and recommend procedures and controls for problem prevention. This position will support multiple platforms including desktops, laptops, mobile devices and videoconferencing equipment.

POSITION RESPONSIBILITIES

• Design efficient IT systems to meet business and technology needs

• Communicate with stakeholders and users to understand their requirements, gathering feedback from end users about system performance

• Install and configure computer hardware, software, systems, networks, printers and scanners

• Integrate multiple systems and reconcile needs of different teams, while keeping abreast of technology trends and developments

• Provide advice and technical training

• Respond to, document and resolve service tickets in a timely manner

• Plan and undertake scheduled maintenance upgrades

• Set up accounts for staff, ensuring that they know how to log in

• Respond to breakdowns

• Investigate, diagnose and solve computer software and hardware faults

• Repair equipment and replace parts, obtaining replacement or specialist components, fixtures or fittings

• Maintain records of software licenses

• Manage stocks of equipment, consumables and other supplies

POSITION REQUIREMENTS
EDUCATION & EXPERIENCE

• BSc/BA in Computer Science, Engineering or a related field or a combination of experience and training in a related field

• Proven experience as an IT Analyst, IT Consultant or similar role

• Experience in project management is considered an asset

KNOWLEDGE & SKILLS

• Problem solving skills in order to diagnose, evaluate and resolve complex problem situations

• Knowledge of databases, system security and troubleshooting

• Analytical mindset

• Problem-solving aptitude

• Understanding of business practices

COMMUNICATION

• Tailor communication (e.g., content, style and medium) to diverse audiences

• Read cues from diverse listeners to assess when and how to change planned communication approach to effectively deliver messages

• Communicate equally effectively at varied organizational levels

• Understand others' underlying needs, motivations, emotions or concerns and communicate effectively despite the sensitivity of the situation

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AKA
Energy Systems

HEADQUARTERS
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Montague, PE
Canada C0A 1R0

LOCATIONS
North America - Canada
Asia - Singapore
Europe - MAN Partnership

CAREERS INFO
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