



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. With offices spanning all six continents, we strive to create a sustainable society and economy that positively impacts our climate, ecosystems, and communities. With our solutions, 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

IT Support (80% - 100%) based in Medellin, Colombia

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
- Define and evaluate the local needs to bring these inputs into our global IT system
- 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 the internet connection from the offices, dealing with the local Internet provider
- Cooperate in the English language with the Head of IT based in HQ
- Implement the new systems from the main IT
- Handle hardware guarantee cases and replacements
- Design help guides for IT users
- Solve TCP/IP network issues
- Support Unix/Linux related work
- End user support
- Client computer maintenance
- IT troubleshooter

Your profile

- Bachelor's degree in Computer Science or 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
- A customer-oriented approach, with an ability to proactively provide valuable solutions to internal customers across a broad range of IT topics in a friendly manner and the willingness to help each customer best as possible plus one step more
- Solid communication skills; Speak, understand and write technical English and Spanish
- Willingness to communicate, share and document your solutions and actions with the global Team
- Strong and fast problem-solving skills



- Self-driven, and co-working with a small global distributed 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 in the world we would be happy to hear from you! Please send your application in English directly through our [website](#). If you have any questions regarding this vacancy, please contact Mr. Jairo Gomez on +57 3105879216 or on jobs@southpole.com.