

Global IT Support Specialist

DHI is a global foundation owned profit-for-purpose company dedicated to working on challenges within the fields of water, environment and sustainability. Within these fields, we provide a wide range of advisory, research, and digital services. At DHI, we are constantly looking for passionate and talented people who are eager to join our team.

Currently, we are seeking a dedicated and technically skilled Global IT Support Specialist to join our team in Richmond, BC, Canada.

Key Responsibilities:

Provide 1st and 2nd level support via the DHI Service Desk, including:

- End-user support for Windows, Microsoft 365, and standard software applications.
- Hardware support for laptops, modeling machines, and mobile devices.
- Windows deployment and onboarding IT orientation for new hires.
- Scheduled Service Desk coverage.
- Collaborate with 3rd level support teams (Infrastructure and Network) on escalated issues.
- Assist the Customer Care team with technically rooted incidents.
- Support the Business Systems team with SharePoint and Microsoft 365 solutions.
- Manage user access and password provisioning for local systems.
- Handle IT equipment logistics: ordering, inventory, distribution, and warranty coordination.
- Provide IT support for both national and international engineering projects.
- Participate in team workshops and integration events.

Required Experience:

- Strong hands-on experience with IT hardware (laptops, smartphones, tablets, printers).
- Proficiency in configuring operating systems, networks, Wi-Fi, and AV equipment.
- Experience with software installation, updates, and user support.
- Solid knowledge of Microsoft 365 and collaboration tools.

Personal skills:

- Excellent communication skills in English.
- Proactive approach.
- Responsible attitude.
- Good organization of own work.

What we offer:

- A job in a company that focuses on innovation and sustainability. Company is focused on solving environmental problems of our planet. You will be part of it.
- Opportunities to impact projects from idea to realization.
- A team of highly motivated colleagues all around the world.
- Professional and personal development. We empower our people. We ensure that they have the freedom to innovate and grow.

Office location:

You will be based in our office in Richmond, BC, Canada.

How to apply:

- Please submit your application including CV via the relevant job posting on DHI's website: <http://www.dhigroup.com/careers>
- Deadline for application is 1st July 2025
- For further information please contact Linn Balle Reinemo at lbre@dhigroup.com