

Position Description

Title: IT Helpdesk Support
Location: Toronto
Job Type: Full-Time/Permanent

Hydrostor (“Hydrostor” or the “Company”) is a leading developer of Advanced Compressed Air Energy Storage (“A-CAES”) systems, a technology uniquely suited to enable the transition to a cleaner, more reliable electricity grid. A-CAES provides grid services that are not readily replicated by other storage technologies, giving it unique market potential. It flexibly addresses bulk electricity system needs for dispatchable capacity, renewable integration and optimization, transmission deferral and ancillary services, and is ideal for use in behind-the-meter or remote applications for large industrial operations (such as mines, data centres, etc.). Hydrostor’s solution delivers low-cost, long duration bulk energy storage (hundreds of MWs, 6 - 24+ hours) that is synchronous and emission-free and can be located where required by the grid.

Hydrostor is based in Toronto and is advancing projects in the U.S., Australia and the UK aggregating 1,200 MW/~10,000MWh. The Company also has an active pipeline of earlier stage projects, and recently raised US\$250 million from Goldman Sachs that will allow it to build its first two projects and significantly expand its pipeline of development projects globally.

Hydrostor is a fast-paced, results-driven organization entering a stage of high growth. As the company is ramping-up its team, it has established a set of core values, tied to its mission:

Trust	Honesty and integrity will never be compromised
Teamwork	“We” is greater than “I”
Accountable	Taking ownership comes with responsibility
Dynamic	Strive for greatness by being creative and innovative
Caring	Nurturing our relationships and work-life balance



Impact Enabling the global energy transition

THE POSITION

The IT Helpdesk Support will serve as the first point of contact for stakeholders seeking technical assistance over the phone or email, performing remote troubleshooting through diagnostic techniques and pertinent questions, and determining the best solution based on the issue and

details provided by stakeholders. The individual will coordinate and collaborate with other departments across all areas of the Company's business and must possess outstanding communication and interpersonal skills.

Are you excited by a challenge, take initiative, self-starting individual who can take direction and move to make a difference? If so, you will find success here.

RESPONSIBILITIES

- Helpdesk - remote assistance with end users – local and remote
- Provide tech support to non-technical users, mobile users, remote users, and VIPs
- Connect and build relation with internal and external stakeholders by actively listening and asking the right questions
- Troubleshoot issues raised by stakeholders. Make their lives easier by providing value-add services
- Ad-hoc as required

QUALIFICATIONS AND EXPERIENCE

- College or University level education.
- 2-5 years of IT helpdesk and relevant experiences.
- Self-motivated and reliable. Able to work independently.
- Outstanding interpersonal and communication skills.
- Fast learner and willing to learn if with limited experience.
- Experience providing tech support to non-technical users, mobile users, remote users, and VIPs
- Experience working with IT helpdesk/management system and various MDM systems.
- Understand and have experience with ITSM process
- Experience working with enterprise level hardware and software – servers, networks, cloud systems, IT management system, etc.
- Experience working with 3rd party vendors, ISPs
- Software onboarding and testing experience.
- Strong typist – good written skills – comfortable to provide training session and presentations in front of small audience (1 to 20)
- Strong data awareness and good understanding of data compliance and IT/data security
- Experience with Microsoft and Apple ecosystems.
- Experience with IT inventory systems and process.
- Experience with Finance / Accounting software is preferred.
- Able to assist users in different time zone.
- Willing and be flexible to be contacted after works hours in case of emergencies. Might have to take shift work on occasions.
- Willing to work on site (Downtown Toronto). Remote working from home could be arranged.

Hydrostor values, respects, and supports the diverse cultures, perspectives, skills, and experiences within our team. Our employment decisions are based on business and position requirements without regard to factors such as race, sex, colour, ancestry, place of origin, ethnic origin, same-sex partnership status, sexual orientation, age, disability, citizenship, family status or marital status, creed, gender identity or gender expression, or any other factor that are legislatively protected. Hydrostor is committed to providing accommodations for people with disabilities. We will work with you to meet your needs.