

EC PROactive

Managed IT Services



Who are you?

We want to know. We are a dynamic and exciting team and we are looking for great people to work with.



Being a **Senior IT Technician** at EC Managed IT is an important full-time role. Your ability to design and troubleshoot servers (on cloud and on prem), software, and networks is at the core of what makes you special. You are a high-energy get-it-done kind of person, with a love for technology and eye for efficiency. You are by nature an organized person who thrives in a team environment. Even better, you understand the consequences of your actions, quickly identify opportunities to improve, and speak constructively and professionally as a matter of course.

We are a company that cares, we are loyal to our clients, and we provide a level of service that sets us apart. **Together, we simplify our customer's world through unparalleled support and meaningful technology.**

Consider for a moment that your application is a chance to share your story with us. It's a chance to let us know where you've been, what you've accomplished, and where you'd like to go. Don't go light on the details, because we are excited to hear about the newest member of our team.

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Who is a Senior IT Technician?

A **Senior IT Technician** is an individual who handles the most complex, creative and challenging solutions with clients. You put your best effort into growing your knowledge and help transfer it to others when they need a hand. You understand that you play an integral role in providing unparalleled service to our clients. You are naturally curious and know where to lean for support when you are personally out of answers.

You will work directly with the entire company in your capacity as an IT expert. You keep accurate and timely records by logging the details of your troubleshooting. You create and improve support documentation as needed. You are someone who can be trusted. You are honest and ethical. You are accountable and do what you say you will do.

You

Have a bachelor's degree in Information Technology, Computer Science or related field OR an equivalent combination of education and experience.

Have obtained industry certifications such as CCNA, MCSE, MCAA, MS 365 Administrator Expert. Preferred: Microsoft Certified Azure Solutions Architect Expert

Have strong network support skills, experience with Routers (SonicWall, Cisco, FortiNet), Windows Servers (build, migrate, troubleshoot) and Microsoft Exchange.

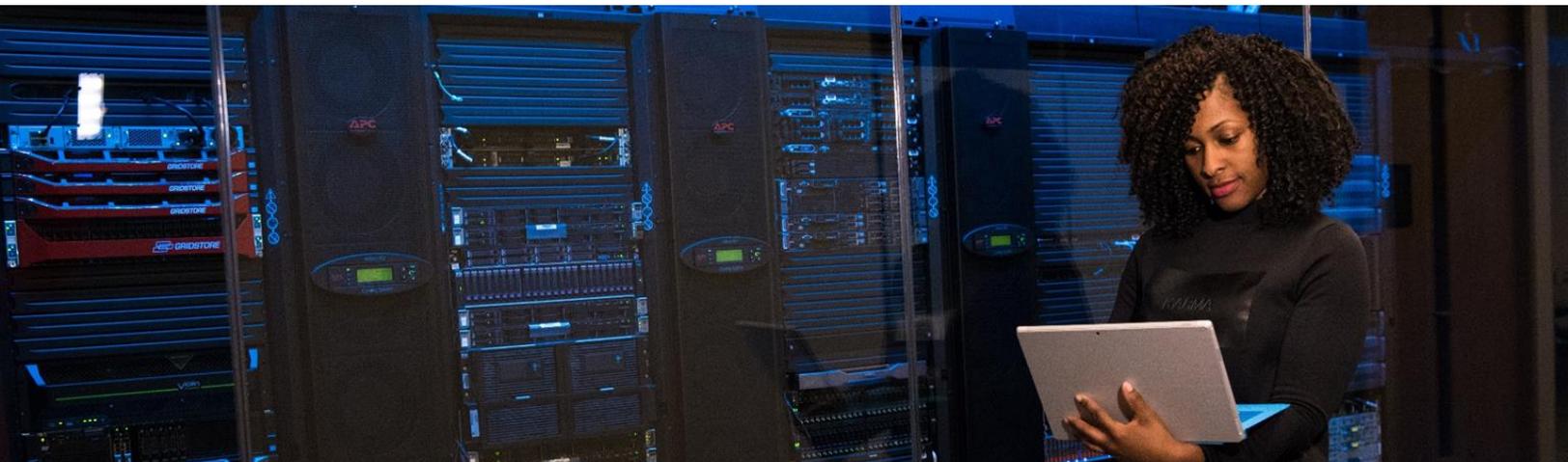
Understand the growing cloud-based service industry and have relevant experience supporting cloud-based infrastructure.

Are a driving force for collaboration, innovation, and ingenuity in the face of new and increasingly complex problems.

Continuously expand your knowledge, learn, and adapt to new systems and technology.

Are highly self-managed and self-driven, with an ability to help scope project work, clearly articulate what is needed, and drive projects through to completion.

Have exceptional English writing and speaking skills.



Your Key Responsibilities

- Work with the team to implement, manage and support virtual infrastructure.
- Work with the team to ensure stable operation, availability, reliability, and service ability of server infrastructure
- Analyze and resolve end user software programs and connectivity issues in a timely manner
- Manages, administrates, and supports Windows servers and their software/hardware
- Participate in capacity planning and performance monitoring and tuning
- Implement and support disaster recovery plans
- Provide on-call technical support and participate in on-call rotation - (including server maintenance and emergency response work and escalation)
- Assess need for any system reconfigurations (minor or significant) and execute them when required
- Support all policies, procedures and best practices in support of our clients
- Administers and maintains end user accounts, permissions, and access rights
- Able to work after hours if required

Your Capabilities & Credentials

- Experience with server virtualization using Hyper-V
- Experience on server hardware management
- Experience with Windows 2012 R2 to 2019; knowledge of RDS or clustering on a SAN environment would be considered an asset
- Experience and good understanding of Microsoft Azure Hybrid cloud with good working knowledge of Azure administration is considered an asset; Microsoft certified Azure
- Experience with Microsoft Exchange Server 2010, 2016, 2019
- Implement and manage features within Microsoft Office 365, Microsoft Teams, Microsoft Advance Threat Protection
- Have strong network support skills
- Experience working with Dell SonicWALL's, Cisco Meraki, and UniFi Network Controller
- A good understanding of Active Directory, ADFS, GPO, DNS, and DHCP
- Additional knowledge of SolarWinds N-central is considered an asset
- Develop and administer Veeam Backup & Replication, Altaro and Azure Backups
- Hands-on software and hardware troubleshooting experience
- Strong interpersonal and oral communication skills
- Strong Documentation and collaboration skills
- Highly self-motivated and keen attention to detail
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Strong customer service orientation

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Education and Experience

- Bachelor's degree or an equivalent combination of education and experience
- Minimum of 3-4 years server experience
- Minimum of 1-2 years working with Azure
- Microsoft Certification (MCSA or MCSE) or equivalent certification in relevant programs
- Have obtained industry certifications such as CCNA, MCSE, MCAA, MS 365 Admin Expert
- Enrollment in or completion of the Microsoft Azure Administrator is an asset. Microsoft Certified Azure Solutions Architect Expert is preferred

Who wins?

We all do, because being a part of team has its rewards: from the casual to the cool. At EC Managed IT our culture is to **care**, for our customers and each other.

We

Enjoy free coffee, tea, filtered water, and a great lunchroom. We don't discriminate, we love both foodies and microwavers.

Like to have fun. Savor our frequently catered lunches, seasonal festivities, and team outings. Did we mention we're partners with the BC Lions, Vancouver Whitecaps and Vancouver Giants?

Provide a high tech boardroom, personal meeting rooms, and anything you need to get your job done. We empower our people with the tools they need to succeed.

Provide a great base salary, have flexible work arrangements, and provide access to class leading technical training.

All have extended health and dental, because every company should take care of their people.

Love dogs. In fact, we have a few official and unofficial mascots around here. Come scratch behind some ears with us.

Work in a great area, with all kinds of food nearby and easy access to major routes.

