

<b>Job Title:</b>	Systems Engineer - Tier 3	<b>Reporting To:</b>	Manager of Service Operations
<b>Department/Group:</b>	Service	<b>Job Number:</b>	
<b>Location:</b>	Winnipeg	<b>Travel Required:</b>	Yes
<b>Level/Salary Range:</b>	Salaried Position	<b>Position Type:</b>	Full Time
<b>HR Contact:</b>	Sheila Riediger	<b>Direct Reports:</b>	None

#### Job Description

##### ROLE AND RESPONSIBILITIES

The Tier 3 Systems Engineer is the final escalation point within the Services portfolio of customers, reacting to issues brought forth by customers and/or lower tiers. Support will be provided onsite, remotely, over the phone or VIA email. This Tier 3 Systems Engineer is capable of troubleshooting and resolving the most difficult and complicated issues. They are required to develop solutions for complex network, desktop, and server problems. They will have the ability to analyze existing systems and procedures and to make proactive recommendations for improvements.

This position works closely with the Senior Solution Architects and other Tier 3 Systems Engineers to ensure all Managed Services customers are experiencing maximum uptime and efficiencies with their technology. This position also maintains the ability and responsibility to de-escalate issues back down to the Tier 1 & 2 technicians on their team, as they see fit.

The Tier 3 Systems Engineer's responsibilities include:

- The escalation point from Tier 1 & 2 technicians supporting customers
- Responsible for support and management of all Server, Storage and Network infrastructure across Customer portfolio, adhering to best practice standards
- Provide product training to Tier 1 & 2 technicians and act as a mentor to junior Systems Engineers
- Provide "on-site" support to customers as needed
- Responsible for follow-up of escalated issues to ensure escalation did not occur because of a knowledge gap that should otherwise be known
- Maintaining current Customer Notes and Key Points of Information to serve as guides for the rest of the team
- Act as a back-up for Tier 2 Systems Technicians
- Provide after-hours coverage as part of an on-call rotation schedule for SLA support as needed
- Work continuously to increase Tier 2 Systems Technicians' product knowledge by reviewing escalated cases on a weekly basis
- Create technical bulletins to serve as a job aid and expand the knowledge base for handling support issues.
- Ensure that all actions and discussions pertaining to issues escalated from Tier 1 or 2 Technicians are completely documented in the CRM system
- Depending on the circumstances, could be required to travel to client sites on short notice
- Ensure customer inquiries are responded to within established timeframes and customer care and technical support service levels are achieved

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- 5 years of IT generalist experience with personal computers, server infrastructure, networking, security, cloud services, and virtualization
- Experience with securing data, network access and backup systems
- Extensive experience with Microsoft Windows Desktop OS, Mac Desktop OS, Windows Server 2008-2019, Active Directory, Exchange, and Office 365
- Industry related training and certifications an asset
- Managed Services experience an asset

**PREFERRED SKILLS**

- Ability to demonstrate strong analytical and problem-solving skills
- Excellent written communication and verbal skills, as well as strong listening skills
- Possesses strong customer relation skills
- Ability to handle multiple priorities
- Perform in an effective and timely manner all the tasks required
- Work as a member of the Managed Services team in conjunction with other groups of technical staff (Professional Services, Managed Services, Managed Hosted Services and Print teams)
- Exhibit above average reasoning ability by clearly defining problems, analyzing data, establishing facts, and drawing valid conclusions
- Represent Powerland in a professional manner, especially when providing on-site support
- Methodically resolve the more difficult and complex production issues reported by customers and Tier 1 & 2 Technicians
- Ability to lift up to 50 pounds
- Ability to travel to customer site as needed, including but not limited to: Rural Manitoba, Regina, SK and Saskatoon, SK
- Must speak fluent English; bilingual highly preferred
- A clear criminal record check and driver’s license is required for this position

Last Updated By:	Name	Date/Time:	Date/Time
------------------	------	------------	-----------