

<b>Job Title:</b>	Systems Technician – Tier 2	<b>Reporting To:</b>	Systems Architect – Tier 4
<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 2 Systems Technician is a middle-tier role, working with Powerland’s Services portfolio of customers, reacting to issues brought forth by customers and/or lower tiers of support. Support will be provided onsite, remotely, over the phone or VIA email. The Tier 2 Systems Technician is capable of troubleshooting and resolving both basic and complex issues, while ensuring anything that may need to be escalated is well described and documented. They are required to aid the Tier 3 Systems Engineers in developing 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 customers are experiencing maximum uptime and efficiencies with their technology. This position is well versed at documenting procedures and coaching our Tier 1 Support Technicians towards changes, to processes and solutions.

The Tier 2 Systems Technician’s responsibilities include:

- 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 Support Technicians and act as a mentor to junior Systems Engineers
- Remain open and available to training provided by Tier 3 Systems Engineers
- Provide “on-site” support to customers as needed
- 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 other Tier 2 Technical Support Engineers
- Provide after-hours coverage as part of an on-call rotation schedule for SLA support as needed
- Aid in creation of technical bulletins to serve as a job aid and expand the knowledge base for handling support issues
- Depending on the circumstances, the Tier 2 Technician could be required to travel to client sites on short notice, both within and outside of Winnipeg, Manitoba
- Ensure customer inquiries are responded to within established timeframes and customer care and technical support service levels are achieved

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- 3 years of experience supporting personal computers and printers
- 1 year of experience with servers, networks, virtualization, security, and cloud services
- 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
- 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
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