

MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	TIER 3 SYSTEMS TECHNICIAN
JOB NUMBER	3869
NUMBER OF POSITION/S	1
NOC CODE	2171
CLOSING DATE	2021-01-22
LOCATION	St. Boniface
ACCESSIBLE BY TRANSIT	Yes
HOURS PER WEEK	40
HOURLY WAGE RANGE	TBD
JOB TERMS	Full time
JOB DESCRIPTION	<ul style="list-style-type: none"> - 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. - The 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 improvement. - This position works closely with Senior Solution Architects and other Tier 3 System Engineers to ensure all Managed Services customers are experiencing maximum uptime and efficiencies with their technology.
JOB DUTIES	<ul style="list-style-type: none"> - 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 onsite support to customers as needed - Responsible for follow up of escalated issues - 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 and 2 Technicians are completely documented in the CRM system

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JOB DUTIES	<ul style="list-style-type: none"> - Depending on the circumstances, could be required to travel to client sites on short notice - Ensure customer inquiries are responded to within established time frames and customer care and technical support service levels are achieved
QUALIFICATIONS, REQUIREMENTS & SKILLS	<ul style="list-style-type: none"> - 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 &#65533; Extensive experience with Microsoft Windows OS, Mac Desktop OS, Windows Server 2008-2019, Active Directory, Exchange and Office 365 - Ability to demonstrate strong analytical and problem-solving skills - Excellent written and verbal communication skills - Strong listening skills - Strong customer service 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 - Exhibit above average reasoning ability by clearly defining problems, analyzing data, establishing facts, and drawing valid conclusions - Represent the employer in a professional manner both in-house and onsite - Ability to lift up to 50 lbs - Ability to travel to customer site as needed, which may include locations outside of Regina, SK - Must speak fluent English; bilingual highly preferred - A clear criminal record check and/or clear child abuse registry check is required for this position - Industry related training and certifications an asset - Managed Services experience and asset
PROVEIT BATCHES	<ul style="list-style-type: none"> - Must have done MS Office 365 Migration/Implementations.
OTHER DETAILS	<ul style="list-style-type: none"> - This position requires that you are able to work remotely from Winnipeg.
APPLICATION PROCESS	<p>Send targeted resume Apply through your CC</p>
APPLICATION DETAILS	<p>Please kindly send your TARGETED resume to your CAREER COACH via e-mail. Please indicate the job number and the title in your application.</p>
JD	<p>Norm Mayer</p>