

## **TECHNICAL SUPPORT – Service, Tier 3**

**LOCATION: Burlington, Ontario**

A well-established and growing IT Managed Services Provider is looking for confident, pro-active professionals who will provide top-notch client service and help desk technical support to their clients. The successful candidates must have the unique ability to communicate technical information to both technical and non-technical users, get satisfaction by meeting deadlines and delivering expectations, enjoy a challenge and always look for opportunities for improvement.

### **RESPONSIBILITIES:**

- Server Operating Systems
  - Installation, configuration and troubleshooting
  - Configure file, print and remote access services
  - Basic administration, including add/remove users and groups, configure file permissions, check event logs, configure and restore from backup
- Enterprise E-mail
  - Required: Exchange Server
  - Installation, configuration and troubleshooting of clients, including remote clients
  - Extreme administration of enterprise e-mail application, including add/remove users and group, configure folder permissions if applicable, forward mail to other accounts, and add aliases, replication and Clustering
- Workstation
- Required: Windows
  - Troubleshooting and configuration
  - Configuration of standard POP, SMTP & Exchange clients including Outlook
  - Installation, configuration, troubleshooting and customization of MS Office Suite applications per customer's preferences
  - Solid understanding of and ability to install, configure and test workstation hardware including video cards, NICs, sound cards, hard drives, and PDAs
- Datacenter Technologies
  - Working Knowledge of SQL Clustering
  - Working Knowledge of Enterprise Backup Systems
  - Working Knowledge of High Availability load balancing solutions
  - Working Knowledge of Hyper-V and VMware
  - Working Knowledge of Exchange Clustering
  - Working Knowledge of SAN architecture
  - Working Knowledge / Certification in Citrix Technologies
- Other Preferred Technical Knowledge
  - Solid understanding of and ability to configure TCP/IP subnetting and troubleshooting Internet connectivity
  - Experience with and understanding of routers and firewalls
  - Experience and understanding of Terminal Services & Citrix
  - Understanding of relationship between switches, hubs, patch panels and connecting nodes to a network
  - Understanding of DNS services
  - Understanding of High Availability / Load Balancing solutions

### **THE IDEAL CANDIDATE:**

- Excellent communicator

- Self-starter
- Takes ownership
- Enjoys change
- Client focused
- Effectively handle complex problems
- Resourceful
- Team player

**EDUCATION:**

- Network Administrator Diploma
- CCNA, MSCA Certification
- Comp TIA A+
- Comp TIA Network+
- Comp TIA Project+
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**EXPERIENCE**

- Technician with minimum four years' experience
- Minimum 4 years' experience - Active Directory Support, Microsoft Windows and Windows Server Support, Microsoft Exchange Support
- Minimum 4 years' experience - Cisco Switching/VLAN/Routing/Firewalling Support
- Minimum 4 years' experience - Mobile Messaging Technologies (Blackberry Enterprise ActiveSync) Support
- Minimum 4 years' experience - Server Hardware Technologies (CPU/RAID/SCSI) Support
- Minimum 4 years' experience - Data Backup and Recovery Support, Corporate Antivirus Support, VPN Connectivity Support

Qualified candidates please send your resume in confidence to [careers@wwworks.com](mailto:careers@wwworks.com). Those who most closely match the requirements will be contacted to schedule a pre-screening telephone interview.