

## JOB DESCRIPTION

<b>Title of Position</b>	<b>IT Technician</b>
<b>Department</b>	<b>IT Infrastructure &amp; Support</b>
<b>Immediate Supervisor</b>	<b>Director IT Infrastructure &amp; Support</b>
<b>Location</b>	<b>Blainville</b>

### Summary of the Role:

The IT Technician plays an essential role in maintaining operational tasks such as ordering, installing, configuring and deploying our client servers.

The IT Technician brings an understanding of Linux based systems, systems admin tasks, Windows OS and ESXi virtualisation.

As a growing business, we need people that can adapt and evolve to the needs of our business, optimize processes for deployment which drive quality and efficiency and improve client satisfaction.

### Primary Responsibilities:

- Order and maintain asset management inventory for servers;
- Install, configure and deploy physical and virtual servers;
- Expedition and tracking of equipment;
- Ensure incident response and management protocols and process are consistently followed;
- Administration, troubleshooting and maintenance of servers, desktop and laptop infrastructure;
- Ensure adherence to a formal SLAs that meet business requirements;
- Maintain the integrity of company data (corporate, print and digital) by ensuring systems are monitored effectively, securely and according to established compliance guidelines;
- Maintain a high work ethic in a flexible and fast-paced environment;
- Adhere to internal security policies and procedures in accordance with compliance guidelines

### Qualifications Required:

- IT diploma at college level or higher, or an equivalent combination of education, training and relevant experience/certifications
- 1-2 years Linux server installation and configuration experience (RHEL, CentOS);
- Knowledge in Windows Server, Windows 10 and Office 365.
- Knowledge of virtualized environments such as VMware vSphere;
- Hands-on software and hardware troubleshooting experience;
- Time management skills with the ability to be self-directed and thrive in a fast-paced and dynamic environment

- Experience with Data Networking and Network security (LAN/WAN)
- Experience in security protection solutions including Firewall, Web Proxy, Anti-Virus etc.
- Good communication skills
- Good organisational and problem-solving skills

**We offer:**

- Professional environment in cutting-edge technology
- Friendly and dynamic work setting in new and modern office
- Employee Referral Bonus
- Group insurance plan
- Team spirit and dedication to service excellence
- Sense of belonging to a global, brand-name organization