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Tier II IT Support Technician

We have an opportunity for a mid-tier IT technician to join our growing IT company based in Cranbrook, BC.

Why you may want to work for us:

- **Variety:** Work in different locations, on various/changing projects, and with numerous types of systems for multiple clients.
- **Development:** You'll have the opportunity to develop a wide range of IT skillsets in multiple areas including network and server infrastructure, Active Directory, Azure, SQL and more.
- **Flexibility:** Our mid-tier technicians enjoy the option of flexible schedules, work from home options and a dynamic environment.
- **Independence:** You will often be responsible for managing your own workflow, with ability to pick and choose between different tasks.
- **Opportunity:** There is often opportunity for both extra hours and additional workloads as well as advancing in roles.
- **Community:** We are a tight-knit team that supports and assists each other on a regular basis, no faceless entities in different time-zones here.

What kinds of work you would do:

- Troubleshoot all manner of IT related issues with workstations, servers, networks, and software.
- Work on IT systems independently, with end-users, with vendors and/or other IT specialists.
- Configure and maintain varying levels of server and network infrastructure for SMB clients.
- Provide IT services to end-users such as installing and configuring applications, operating systems, hardware, and computer systems.
- Research, propose and procure hardware and software solutions to meet customer needs.
- Provide end-user training and assistance on IT systems and software usage.
- Perform routine maintenance and upgrades on various IT systems and software.
- Work on IT projects and implementation tasks in all capacities; everything from planning and design to post-implementation support.

Qualifications and skills we require (mandatory):

- Diploma/Degree in IT related discipline such as: Network Administration, IT Systems Administration, Server Administration, etc. **OR** equivalent experience working in an IT related field **OR** a combination of education and experience in IT related fields/disciplines
- Entry to moderate level training and/or experience with common IT networking configuration, troubleshooting, administration, and management (LAN/WLAN/WAN/DNS/DHCP/IP/etc.)
- Entry to moderate level training and/or experience with Microsoft Windows Server administration, troubleshooting, configuration, and management (2008R2, 2012R2, 2016, 2019)
- Moderate to advanced experience using, troubleshooting, managing, and configuring Windows desktop and laptop computers running Windows 10/11 operating systems
- Moderate to advanced experience troubleshooting, managing, using, and configuring common business software and applications such as: Microsoft Office, Adobe software, Teams, web browsers, etc.
- Valid Class 5 BC driver's license with access to a dependable working vehicle
- Ability to work independently with minimal supervision
- Self-motivated
- Excellent customer service and interpersonal skills
- Ability to prioritize and multi-task effectively

Qualifications and skills we admire (optional):

- Experience and/or training on advanced networking configuration, troubleshooting and management (VPN's, L3/7 Firewall rules, SDWAN, IPSEC, ACL's, etc.)
- Experience and/or training on VMware, Hyper-V and/or Nutanix
- Experience and/or training on Linux/Ubuntu server
- Experience and/or training on MS Exchange server (2013+)
- Experience and/or training on MS365 and Azure
- Experience and/or training on MS SQL server (2012+)
- Experience and/or training on Meraki firewalls, switches, and wireless devices
- Experience and/or training on Dell networking switches
- Experience and/or training on Cisco switches and/or firewalls
- Experience and/or training with Microsoft Active Directory (all aspects)

What we offer you:

A full or part time position with our company in Cranbrook, BC with compensation based on experience and/or training, including a benefits package and paid vacation.

How to apply:

If you believe this opportunity would be a good fit for you, please send your resume and cover letter to: careers@cyberlink.ca