

West-Can HR Solutions is currently recruiting for a Senior IT Technician / Network Administrator for a client in Brandon MB

The Senior Technician / Network Administrator is the senior tech responsible for leading both the IT support team and the support desk process, while also maintaining a hands-on approach to: assessing and repairing computers and servers, deploying and configuring networks, maintaining system integrity, and improving system performance.

The Senior Tech is a key position with the company, always focusing on growing the business while making sure customers, clients and associates enjoy a positive experience throughout their engagement. This position works under the general direction and supervision of the IT Manager and Ownership.

DUTIES AND RESPONSIBILITIES:

- Speaking with customers and assessing their needs in person, by phone or remotely
- Diagnosing computers and peripherals and estimating cost for repair
- Prioritize jobs and assign technicians to customer jobs
- Assist in training new staff
- Supervision of junior technicians
- Special Project scheduling
- Assist in dealing with issues brought forward by staff or management
- Multi-task / triage ticket resolution and issue management
- Ticket creation, invoicing, closing work orders, receiving payment
- Deploy and configure networks and servers; make and run cables
- Regular network troubleshooting activities and resolve network connectivity issues
- Ongoing server maintenance and troubleshooting
- Installation of cell phone boosters, point-to-point bridge
- Installation, configuration, and support of VoiP telephone systems
- POS, Terminal and ATM maintenance and repairs
- Driving to sites for estimates/sales/repairs/deliveries/installs etc.
- On call one week per month (after hours / weekend)
- Track and input time and work performed
- Ordering inventory
- Other duties as assigned

QUALIFICATIONS

- Post-Secondary education in IT / Network Administration
- 2-3 years senior IT support experience
- Strong leadership and problem-solving skills
- Strong customer service / communication skills
- Current Class 5 Driver's Licence and a clear Criminal Record Check required

Please submit your cover letter and resume via Rob@wchrs.com or call (204) 727 0008 for further information on the position