

POSITION TITLE: System & Infrastructure Network Technology Associate

Employment Type (FT,PT,Contract): FT Permanent

Rate of Pay: TBD based on experience

Job Location: Waterdown

Hours of Work: 35-40

Start Date: ASAP

Application Deadline: Applications will be screened as accepted.

COMPANY NAME: Birmingham Consulting

Street Address: Waterdown, ON

Phone: 289-895-8948

Fax:

Email: christina@birmingham.ca

Website: www.birmingham.ca

General Description of Duties:

Our goal at Birmingham Consulting is to raise the bar in IT for small and medium businesses; bringing reliability, sustainability, and scalability to what are often over-looked systems. The successful candidate will work directly with clients and other BCI team members as part of the both the Professional Services and Network Administration teams.

When faced with new or unknown hardware systems and software applications, do you have the "knack" to figure them out? Do you enjoy problem-solving and are you confident in your ability to think "out-of-the-box" when faced with new challenges? Do you value integrity, working as part of a team and pursuing group goals by utilizing organizational best practices? Are you conscientious, have an entrepreneurial spirit, enjoy working with clients, and have the ability to provide exceptional customer service? If you answered yes to these questions and you have the experience we are looking for; we would like to talk to you!

Position Responsibilities:

- **Planning, configuring, implementing, installing, maintaining, supporting and optimizing:**
 - o Servers, workstations and mobile devices
 - o Operating systems and software applications
 - o Network infrastructure
 - o Virtual and cloud systems such as servers, workstations, firewalls, storage, etc.
 - o Cloud solutions such as Office 365, G-Suite, Azure, backup solutions, etc.
- **Investigating and researching existing and new technologies to match client needs**
- **Working directly with client sensitive information and data**

- Closely follow and contribute to best practices
- Coordinating directly with clients to implement projects and resolve issues, both onsite and offsite
- Communicating directly with clients to understand requirements and explain technology
- Surveying and documenting client systems
- Network administration in multiple diverse environments
- Other duties and tasks as assigned by the team leaders

Skills and Experience Required:

- Minimum 3-year technology diploma in network engineering, network security, or related field from a recognized post-secondary institution; is preferred
- 2 - 3 yrs hands on Industry experience, CoOp or Intern work experience is preferred
- Technical competency and understanding of the following:
 - o Wired and wireless networking and related hardware such as routers, firewalls, access points, etc.
 - o Windows desktop and server operating systems within a networked environment
 - o Apple desktop and server operating systems within a networked environment
 - o Active Directory
- Demonstrated knowledge in, certification in, or be active enrolment in the following certification programs would be considered an asset: Office 365, G-Suite, Cisco Networking, Microsoft Server, Azure, Apple
- Strong troubleshooting and problem-solving skills
- Strong interpersonal and verbal communication skills
- Strong written communication skills with attention to grammar, punctuation, capitalization, etc.
- Strong working knowledge of MS Office applications such as Excel, Word and Outlook
- Familiarity with ticketing and time entry systems is an asset
- Ability to work independently without direct supervision
- Experience with face-to-face client interaction and the ability to provide exceptional onsite and over-the-phone customer service
- Flexibility to adapt to changing client needs and schedules in a dynamic working environment
- Possess a valid driver's license and have access to a reliable vehicle
- Able to travel independently within southern Ontario
- Hours of work will mainly be from Monday to Friday - 9:00 am to 5:00 pm. Some evening and weekend work will be required

How to Apply:

If you are passionate about IT and you feel you are an outstanding candidate, Apply now!

Applications will ONLY be accepted via the online application system <https://hrfusioncareers.prevueaps.com> and select Systems & Network Infrastructure Technology Associate.

No applications will be accepted via email. Applications will be screened as received, please apply immediately.

Job posting will remain open until position is filled.

We thank all applicants for applying. Please be advised that only qualified applicants will be contacted.

Birmingham Consulting is an equal opportunity employer. We welcome applications from all interested parties. If you are a person with a disability and have a question or require assistance with the application process, please email info@birmingham.ca or call 289-895-8948

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