

Network Technician – Job Description

Job Summary

Compu-SOLVE is *passionate about SERVICE EXCELLENCE* and *being AWESOME in everything we do*. We make it our mission to positively impact our customers' businesses and the communities we live in. We are growing and adding yet another member to our team.

This position primary responsibility is to implement, support, design and monitor network infrastructure for client environments. In addition, support the proactive technical alignment activities to secure client networks.

Position Responsibilities

- Support standardization and best practices for security and operability within client networks
- Review network performance and identifying trends.
- Develop and maintain technical documentation of client environments including detailed network drawings.
- Implement networking requirements for client project delivery including installation, configuration, and support.
- Review and action results from vulnerability scanning activities related to network infrastructure.
- Recommend pro-active global and site-specific configuration improvements.
- Configure reporting and notifications for monitoring of network events.
- Provide end-user instruction or assistance with wireless connectivity and virtual private networks (VPN)
- Investigate alerts and notifications resulting from monitoring activities.
- Participate in pre-sales activities and provide recommendations as a subject matter expert.
- Other duties as required or assigned.

Experience/Knowledge Required

- Post secondary degree/diploma in a related field of study or demonstrated equivalent hands-on working experience.
- Three (3) to five (5) years of progressive experience in a Managed Services Provider environment or Information Technology Department in a network support role.
- Experience and/or certification with Cisco, Meraki and/or HP networking technologies preferred.
- Strong understanding of networking technologies including but not limited to firewall, security appliances, switching, Local Area Networks (LAN), Wide Area Networks (WAN), Virtual Local Area Networks (VLAN), network addressing and DNS.
- Knowledge of Microsoft ecosystem including operating systems, hosted solutions and services (DNS and DHCP).
- Experience with Network Monitoring Solutions
- Exceptional written and oral communications skills with the ability to inform, help and advise.
- Excellent time management skills with the ability to multitask, effectively prioritize and execute tasks/goals in a fast-paced environment is essential.
- Active listening skills to understand exactly what clients require and to help staff and management solve problems.
- Proven analytical and problem-solving abilities with attention to detail and accuracy.
- Ability to work collaboratively as part of a team and independently as required.

- Experience with a Professional services automation (PSA) and/or Remote Monitoring and Management (RMM) platform is an asset.
- Commitment to continuous learning and skills development.

Reference ID: NT110322

Primary Location: CSOLVE's Midland Office

Job Types: Full-time, Permanent

Salary: \$60,000.00-\$80,000.00 per year

If you are interest in applying for this role, please submit your resume with a cover letter to Careers@CSOLVE.ca