

## About MicroAge Regina

MicroAge Regina is a dedicated managed IT services solution provider that offers a wide range of expertise; from fixing IT headaches to training clients in the newest apps and delivering tailored solutions that fit our client's budget through consulting and assessing the best fit of product for each client's individual business needs.

Our employees enjoy a friendly, business casual work environment, opportunities for career development through skills training and advancement as well as a chance to make actually make a difference for the clients we help each day.

## About this position

The CSR (Customer Service Representative) plans for and executes service activities on all assigned products to maximize their availability. The CSR is assigned a full workload, is knowledgeable and experienced in all service requirements and diagnostic/maintenance procedures.

The CSR has an understanding of network environments and a conceptual knowledge of software. The CSR is familiar with the team concepts and works well in a team environment.

### Technical Responsibilities

- Install and maintain complex computer networks
- Configure various server hardware platforms
- Install Microsoft Server operating systems, configure for use as Hyper-V hosts or guests
- Troubleshoot and repair server and workstation hardware
- Install, configure and troubleshoot various versions of Windows on workstations and laptops
- Configure network devices
- Support and promotion of long term client relationships
- Frequently contacts 3rd party suppliers and vendors for escalations and support
- Prepare thorough client documentation
- Ability to strategize on projects from infancy to fruition
- May have to train users on basic operation of computers and related components
- Backup and data recovery as required

### Skills, Education and Experience:

- Excellent communication, organizational, interpersonal and customer service skills
- Experience receiving and prioritizing trouble calls and diagnosing problems
- Windows 2003/2008/2012 Active Directory experience an asset
- Knowledge and experience with virtualization; Hyper-V or VMware
- RDC experience and understanding of remote management tools
- Windows Deployment Services and/or other imaging tools experience an asset
- Proven ability to work well in a dynamic team environment
- Works well on their own with minimal supervision

### Candidates should hold one or more CompTIA certifications at minimum:

- A+
- Network+
- Server+



**Skills, Education and Experience (continued):**

Prior experience and/or certifications specific to certain vendors including:

- Microsoft
- Lenovo
- Hewlett Packard
- Toshiba

## How to apply for this position

Please submit your resume in a PDF format through our online application system located at:

<http://www.microage.ca/regina/careers-contact>

Fill out the form with your most current contact information and upload a copy of your resume for review. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.

*Please note the selected candidate is required to hold a valid Saskatchewan Driver's License and must submit a current drivers abstract if selected for this position.*

