

MicroAge Thunder Bay

MicroAge is Trusted Business Partner and Market leader that enables Client success through the adoption of information technology. MicroAge provides organizations with managed IT services and business technologies, supported by a team of skilled professionals who strive to anticipate the evolving needs of our clients. We take pride in the premium quality, personalized services we deliver, and have earned the privilege to be considered the partner of choice for many of Canada's Fortune 1000 companies, small and medium businesses, public sector organizations and educational institutions.

Our team is comprised of talented and passionate professionals that are encouraged to think outside the box. The MicroAge environment is dynamic, where team members are appreciated for their involvement and rewarded for their contribution. Our commitment to continuous improvement is supported by both personal and career development initiatives that include on-going skills training and coaching. We help bring out the best in you.

The Position: I.T. Support Technician

- Location: Thunder Bay, Ontario

The I.T. Support Department is a crucial component within the MicroAge team. Responsibilities include analyzing the Client's needs and recommending the right products and services. The Support Technician is recognized for his / her hardware and software knowledge, organizational and troubleshooting ability, and possesses exceptional client development skills to build long-term trusted relationships.

Responsibilities:

- Install, support, patch and maintain Windows servers.
- Assist with technical issues as they relate to desktops.
- Experience with O365 and SharePoint
- Maximize network performance by monitoring and troubleshooting network problems and outages.
- Collaborate with network architects on network optimization.
- Configure and install various network devices and services (e.g., routers, switches, firewalls, load balancers, VPN)
- Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations.
- Liaise with vendors and other IT personnel for problem resolution.
- Initiate and follow through with administrative and team-related tasks to ensure the highest level of customer satisfaction.
- Conduct personal development and self-improvement.
- Participate in company driven marketing initiatives and social media networking.

The ideal candidate must possess:

- College diploma or University degree in Technology or equivalent work experience.
- Ability to understand technology at a high level and translate business needs into solutions.
- Minimum 2 years of experience with proven track record of personal/entrepreneurial success, preferably in technology, solution sales or consulting.
- Organized, positive attitude, self-disciplined, ambitious, and motivated to succeed.
- Operational proficiency and aptitude to position Information Technologies and Services to business requirements.
- Possess intermediate to advanced skills of standard office applications and social media platforms.
- Possess a reliable vehicle.

We offer:

- Competitive remuneration: salary, commission, and bonus opportunity
- Employee benefits package
- Training, coaching, and mentoring within a challenging and rewarding work environment.
- Opportunity for personal and professional growth with the possibility for advancement within the Company





Resume Submission:

Email: careers@microagetb.ca

In person: drop off anytime to our location from Monday to Friday from 8:30 to 5:00.

A current Criminal Background Check must be completed prior to commencing employment.

MicroAge thanks all candidates who choose to apply; however only those selected for an interview will be contacted.

