

MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	CONSULTANT, ICT SYSTEMS ENGINEERING: TIER 3
JOB NUMBER	3321
NUMBER OF POSITION/S	1
NOC CODE	2171
CLOSING DATE	2018-07-09
LOCATION	Winnipeg, MB Fort Garry
ACCESSIBLE BY TRANSIT	Yes
HOURS PER WEEK	40
HOURLY WAGE RANGE	TBD
WAGE DETAILS	Pay depends on the experience.
JOB TERMS	Full time
JOB DESCRIPTION	<p>Employer specializes in the creation and management of information technology solutions for business. Our goal is to be the information technology partner of choice for each of our customers. We know Manitobans best and deliver a full suite of solutions that meets their unique needs and are focused on delivering the best experience at every interaction.</p> <p>A Consultant, ICT Systems Engineering is responsible for timely and effective resolutions to end-user productivity issues as they relate to IT-serviced computer operations. As part of epics Managed services team, the role will be responsible for delivering managed services to our portfolio of customers ranging from small business to international enterprises. They are responsible for planning, developing, installation, configuration and maintenance of client hardware, software and any related infrastructure. This includes the creation of all plans for ensuring functionality, data consistency, security and usability of systems aligned with the organizations priorities and enabling clients to do their work effectively. The engineer is responsible for diagnosing and resolving performance issues to ensure optimal performance and reliability. He or she will also be accountable for planning updates and maintenance of hardware and software resources to mitigate limitations and combat obsolescence. The Consultant, ICT Systems Engineering employees combine their technical skills with their leadership abilities.</p>
JOB DUTIES	<p>Resolve end-user IT issues, such as password reset, software questions, PC hardware problems, Internet connectivity, configurations.</p> <p>Investigate, troubleshoot, resolve support incidents involving our clients infrastructure. This includes server hardware, virtualization, routing and switching, NAS/SAN storage, backup infrastructure, security (includes Antivirus, intrusion prevention), and client application support. The work requires the role to be a mixture of on site and remote effort.</p> <p>Provide one-on-one end-user support and problem resolution via telephone,</p>

MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

<p>JOB DUTIES</p>	<p>e-mail, and other vehicles of communication. Diagnose and resolve network issues (e.g. LAN access). Plan, design, implement and troubleshoot network devices such as network cards and HBAs, managed switches, wireless access points, firewalls and routers. Participate in installs, moves, adds, and changes to network and systems access for new, departing, or promoted/demoted employees. Accurately log work orders/help desk tickets and resolutions into help desk software management system; maintain vigilant maintenance of this process. Ability to work independently, prioritize existing tickets, and proactively determine which issues require additional attention or need to be escalated to the rest of the team Prioritize service tickets according to severity. Document and audit all service events and create detailed documentation and reports as required. Implement an infrastructure maintenance routine which includes checking logs, backups and infrastructure resources for problems. Research and recommend improvements to the clients infrastructure that follow industry and vendor best practices. Develop, administer, and maintain policies and procedures for ensuring the security and integrity of all systems. Test and install issued patches in conjunction with software providers and vendors or other third parties. Perform hardware and software upgrades. Administer and maintain backup systems and processes and perform regular backup, replication and disaster recovery tests.</p>
<p>QUALIFICATIONS, REQUIREMENTS & SKILLS</p>	<p>High school diploma or equivalent, with a Technical college or university degree preferred, or an acceptable combination of education and relevant experience. Minimum of 3-5+ years of industry experience CompTIA A+, CompTIA Server+ or CompTIA Network+ Special consideration for candidates who have a professional level certification in any of the following: VCP, MCSA, MCSE, CCNA, CCNP, ITIL Working knowledge of virtualization technologies including vSphere, vCenter, Hyper-V. Experience working with vSwitches, iSCSI/NFS, HA, clustering and vMotion. Working knowledge of Active Directory administration, SCCM, WSUS, group policy, RDS, MS SQL, DHCP, DNS. Experience with Linux is a bonus. Working knowledge of MS Exchange, O365. Working knowledge of networking technologies including configuration of firewalls, routers, intrusion detection and protection, switches, access points, Site-to-site and client VPN, dynamic routing, VLANs, DNS, DHCP. Experience with Connectwise, Connectwise Automate, or Service Now is desired. Overtime may be required. Acceptable Criminal Record Check A Valid Drivers License and vehicle Travel as required</p>
<p>APPLICATION PROCESS</p>	<p>Send targeted resume Apply through your CC</p>
<p>APPLICATION DETAILS</p>	<p>Please kindly send your TARGETED resume to your CAREER COACH via e-mail. Please indicate the job number and the title in your application.</p>

MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

JD	Norm Mayer
-----------	------------