



Network Support Engineer

About Us:

MicroAge Manitoba has provided IT products and services to growing businesses in Manitoba since 1980. We take pride in being a trusted technology advisor helping Manitoba companies leverage technology to achieve their business objectives.

Job Summary:

Broadly speaking the role involves setting up, administering, and maintaining local area networks, wide area networks and cloud services for MicroAge customers. Network support engineers are also responsible for network security, data storage and disaster recovery strategies.

Responsibilities:

- Configure and install software, servers, routers, firewalls and other network devices
- Define network policies and procedures
- Set up user accounts, permissions and passwords
- Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations
- Diagnose and troubleshoot network issues
- Set up new laptops and desktops, installing all software components
- Troubleshoot hardware issues with HP, Lenovo and Dell computers
- Troubleshoot software issues, Windows, MS office, Office 365, VPN, Windows Profiles
- Solve customer issues through leveraging all available tools and resources to ensure strong customer experience outcomes are reached
- Ensure team members and customers are up-to-date on the resolution status of the issue through effective written and verbal communication
- Monitor the performance of servers, software and hardware
- Update technical documentation
- Create and test security measures (e.g. access authentication and disaster recovery)
- Utilize remote and phone support channels for optimal interaction with MicroAge customers
- Liaise with vendors and other IT personnel for problem resolution
- Suggest improvements to network performance, capacity and scalability

Requirements:

- 5+ working experience in installing, configuring and supporting Windows environments
- Experience designing and implementing Microsoft Office 365 and Active Directory
- Experience with Skype for Business and/or Azure IaaS is favourable
- Hyper-V and VMware experience and certifications would be an asset
- Good knowledge of LAN/WAN networks, TCP/IP protocols and network technologies
- Experience with firewalls and remote VPN remote implementation
- Experience with backup and recovery software and methodologies
- Knowledge of Windows desktop operating systems and associated Microsoft Office software solutions
- Excellent knowledge of best practices around management, control, and monitoring of server infrastructure
- Ability to troubleshoot and resolve complex technical issues
- Strong customer service, communication, teamwork and problem-solving skills
- Excellent organizational and project management skills
- Strong written and verbal communication skills in English
- Ability to work under pressure and tight deadlines
- Microsoft MCP, MCSA, MCSE and/or other certifications are desired

Interested in this opportunity?

Send your resume to careers@microagemanitoba.com to apply for this position.