

## About MicroAge Kingston

Working in the IT field since 1981, MicroAge Kingston has a dynamic team of over 15 employees. The company offers consulting services, integration, management, programming and staffing, added to the supply of products, software and Cloud Solutions. Our mission is to help today's businesses meet their current and future management needs through information technology, to ensure they grow with confidence.

At MicroAge, you can join a warm, passionate and dynamic team with a stimulating work atmosphere. 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 a difference for the clients we help each day. If you want to grow in your knowledge and confidence in managing leading edge IT, then look at MicroAge.

## About this position: Level 2 Networking Technician

The L2 networking technician works with the departments of technical projects and services. MicroAge's L2 Techs support the SE Team, which can include working outside business hours when necessary. The team's objective is to satisfy customers by consistently delivering first class service, to maximize their efficiency and success.

### Responsibilities

- Diagnosing and solving the problems relating to networks and end users
- Liaising with customers' Business Software vendors as customers' advocates to follow through and resolve issues.
- Dealing with the escalated problems of helpdesk colleagues and mentoring less experienced technicians
- Installing and upgrading software on servers and clients' endpoints
- Testing and installing computer hardware, network software, operating systems and applications
- Liaise with clients on behalf of MicroAge and to ensure operational excellence at their sites
- 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 or VMware guests
- Trouble shoot 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
- Prepare thorough client documentation
- Work with Project team to strategize on projects from infancy to fruition
- May have to train users on basic operation of computers and related components

### Specific Requirements:

- More than 3 years of relevant experience for college or 5 years for professional studies
- a valid driver's license
- Experience with Microsoft Cloud Services- SharePoint, Azure, Teams
- Manufacturer's Certifications are an asset
- CompTIA A+ and/or Server +
- Experience with VMware, Veeam, Datto is an asset

### Skills and Qualities:

- Autonomy
- Excellent communication and customer service skills
- Proven ability to solve problems
- Enjoy meeting team challenges
- Professionalism
- Be passionate about IT

### We offer:

- Competitive remuneration: salary, and bonus opportunity
- Comprehensive 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

## How to apply for this position

If interested, please forward your resume (attach a Word or PDF document) to [AwesomeJobs@microagekingston.ca](mailto:AwesomeJobs@microagekingston.ca). During this phase of our recruiting effort, we will not accept telephone calls. Only those candidates meeting the requirements will be contacted.

