Why MicroAge

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 career development initiatives that include on-going skills training and coaching. We help bring out the best in you.

The Position: Network Operations Center Analyst

- Location: Laval (QC)

The position is recognized for advanced technical expertise, in-depth understanding of computing environments (infrastructure, servers, workstations and peripherals), and possess exceptional client management skills. They work with the Sales and Technical teams in order to provide proper implementation of the N-Central RMAR system and deliver full functionality and reporting to our clients. This position is responsible to also assist other staff members in resolving daily issues for the MicroAge Clients.

Responsibilities:

- Perform full implementation of the entire MicroAge Managed Services Portfolio using the N-Central Remote Monitoring and Management system
- Perform proactive and maintenance services, and deliver reporting, for each of the Managed Service clients
- Perform intermediate-to-advanced break-fix services on servers and network printers (Level -2 incidents)
- Perform intermediate-to-advanced technical interventions, root cause analysis and provide escalation for all server related incidents (Level- 2)
- Perform intermediate technical interventions and root cause analysis for network infrastructure, entry-level SAN / NAS, data back-up and restore and email related incidents (Level- 3)
- Perform basic scripting functions in Microsoft Active Directory (login scripts, GPO settings) to optimize customer environments. Work with Microsoft Deployment Toolkit for image creation, deployment and maintenance of customer standardized images
- In addition to the required Runbook, document the client's IT environment
- Manage service incidents requiring escalation and / or on-site intervention
- Enter updates directly into the MicroAge Ticketing System (start/end times, work performed details) immediately after completing each intervention
- Ensure proper functioning of the systems in place, and safeguard both the merchandise and the confidential nature of the information stored on the equipment
- Interface effectively with the client during service interventions and maintain the highest degree of customer satisfaction
- Thorough knowledge of the warranty policies and escalation procedures of the various manufacturers supported
- Have thorough understanding of the MicroAge Service Portfolio, and maintain an in-depth understanding of client operations and business needs in order to assist the Sales and Contractual teams in identifying new opportunities for additional services
- Stay abreast of new technologies, participate in MicroAge sponsored training initiatives, maintain personal certification requirements, and obtain manufacturer certifications relating to the work environment as required by Management
- Adhere to the procedures and escalation processes as defined by Management.

The ideal candidate must possess:

- College diploma in the field of IT or equivalent technical certificate
- Fully bilingual, written and spoken (French & English)
- Punctual, analytical and possess excellent communication skills and business acumen
- Technical proficiencies outlined below must be accompanied by five or more (5+) years of related experience:
- Advanced knowledge and experience in administering and troubleshooting of PC and print environments including network connectivity
- Advanced knowledge and experience in administering and troubleshooting Microsoft Windows XP/Vista/7/8/10 environments
- Advanced knowledge, operational proficiency and troubleshooting ability of standard business applications such as Microsoft Office Suite 2003-2016, Outlook 2003-2016/ Notes R8 & R9, Lync 2010/2016, Internet Explorer (all versions), Google Chrome (all versions), Firefox (all versions), iTunes, Adobe PDF Reader and Writer, Antivirus software; Bit Defender, MacAfee, Symantec, TrendMicro, WinZip, Active X, Java etc.
- Advanced knowledge and experience in diagnostics and troubleshooting of hardware: PC (Dell, HP, Lenovo), laptops (Dell, HP, Lenovo, Toshiba), printers (Fujitsu, HP, Kyocera, Lexmark, Xerox) and servers (Dell, HP, IBM, Lenovo)
- Intermediate-to-advanced knowledge and experience in administering and troubleshooting Microsoft Windows Server 2003/2008/2012/2016 environments, Exchange Server 2007/2010/2013/2016 and Active Directory fundamentals
- Intermediate-to-advanced knowledge and experience in the implementation and support of SMB internetworking infrastructure: LAN, WAN and wireless appliances,
- Intermediate-to-advanced knowledge and experience in the implementation and support of data back-up and restore technologies
- Advanced knowledge and experience on Remote Management tools: N-Central, TeamViewer, LogMeIn, Screen Connect, GoToAssist, GoToMeeting and Microsoft Lync
- Advanced knowledge and experience using Microsoft Deployment Toolkit, Ghost Multicast Server and Quest / Dell MSI Studio imaging tools
- Good knowledge of firewall concepts and functionality, switch configurations and networking methodologies
- Good knowledge of entry and mid-level NAS/SAN devices and overall functionality
- Base certifications required: CompTIA A+, CompTIA Server+, CompTIA Network+, CompTIA Security+

We offer:

- Competitive remuneration: salary, commission and bonus opportunity
- Comprehensive employee benefits package
- Training, coaching and mentoring within a stimulating work environment
- Career development with the possibility for advancement within the Company

Are you interested in becoming a business technology advocate? Would you like to help businesses perform better through the adoption of business technologies? We will be selecting only the best candidates that want to have fun, learn and be part of our winning team. If interested, please send us your resume to Giulio.Ferrante@nwd-microage.com