

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)
- 📍 This position is permanent, full-time

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 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 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 intermediate 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 /7/8/10 environments
 - Advanced knowledge, operational proficiency and troubleshooting ability of standard business applications such as Microsoft Office Suite, Outlook, O365, Internet Explorer (all versions), Google Chrome (all versions), Firefox (all versions), Adobe PDF Reader and Writer, Antivirus software; Bit Defender, McAfee, Symantec, Sentinel One
- 🏠 Intermediate-to-advanced knowledge and experience in administering and troubleshooting Microsoft Windows Server environments (all versions), Exchange Server (all versions), 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, GoToMeeting and Microsoft Teams
- 🏠 Advanced knowledge and experience using Microsoft Deployment Toolkit
- 🏠 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+

Working Conditions:

- 🏠 Standard hours of operation for the MicroAge Service Desk are from 7:00am to 11:00pm from Monday to Friday, excluding statutory holidays in the Province of Quebec. MicroAge also provides support services on Saturday and Sunday from 8:00am to 8:00pm. A rotation schedule is established with all members of the team to ensure that service levels are maintained throughout this period.
- 🏠 A standard work week is 37.5 hours, however all technical resources are required to be available for overtime work, in order to meet satisfactory level of service delivery.
- 🏠 Maintain the security of assets and Confidential Information of both MicroAge and the client

We offer:

- 🏠 Competitive remuneration;
- 🏠 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 your resumé to: cv@nwd-microage.com.

