

Job Posting

Technology Consultant

The Candidate

GLC is looking for a self-motivated, solution oriented technical professional with a commitment to excellent customer service.

- Do you thrive in a continuous growth environment?
- Do you value sharing your knowledge and seeing yourself and your coworkers grow?
- Do you match what we are looking for in Core Characteristics, Responsibilities, Education and Experience?

If you can answer yes to these questions, we would like to talk to you.

Core Characteristics

- A strong work ethic that provides high value, efficient work (do it right the first time)
- Understand and exemplify exceptional customer service - taking ownership in handling customer issues quickly and effectively
- Use reasoning and experience to triage simple to complex technical support problems with ease
- Demonstrated ability to find root cause of technical issues with limited guidance and documentation. Self-motivated to find the solution
- Shows a commitment to continuous self-learning

Responsibilities

- Engage in handling simultaneous technical support calls – managing call load while resolving calls
- Provide technical recommendations to clients and team members
- Plan and provide technical Subject Matter Expertise (SME) for small/medium sized projects
- Demonstrate ability to breakdown complex problems into actionable solutions
- Write clear, concise technical documentation
- Script basic administrative tasks
- Display expert user and admin skills in Windows 10 and Windows 7
- Display solid network administration and routing protocols troubleshooting and experience
- Configure and administer traditional and next generation firewalls
- Administrate SQL database – replication strategies, data recovery, maintenance plans
- Articulate data center standards and can develop labeling and basic layout plans
- Mentor junior team members

Experience & Education

- 3-5 Years working in the Technology and Technical Support field
- Microsoft Certified Solutions Associate (MCSA) in Windows Server 2012/2016 or Windows 10
- A Bachelor's Degree in Business and/or Computer Science or equivalent work experience
- Experience with an Enterprise Helpdesk Ticketing system
- Valid Class 5 Drivers License
- English proficiency (written and verbal)
- Experience in both small and medium sized companies running Microsoft systems
- Experience with Microsoft Active Directory configuration, administration, security and maintenance
- Demonstrated knowledge of administration of on premise Microsoft server based technologies (Exchange, SharePoint, SQL)
- Experience with Office 365 tenant setup and administration
- Understanding of enterprise networking including VLAN and routing
- Proficiency in enterprise wireless networks - security, configuration and administration

Preference Given to candidates with:

- Familiarity of ITIL best practices
- A Microsoft Certified Solutions Expert (MCSE) certification
- Hands on experience with VOIP technology such as ShoreTel, Skype for Business

Salary will be based upon relevant work experience, education, technical certification, and aptitude.

How to Apply

Applications require:

- Current CV,
- Sample of written technical documentation (1-2 page), and
- An audio recording of you presenting (reading) the provided 1-2 page technical documentation.

Please submit your complete application to careers@glcsolutions.ca. We thank all applications for their interest, but only candidates under consideration will be contacted. To read more about who we are and what we do, feel free to read our story at glcsolutions.ca/company.

Application Closing Deadline: February 28, 2017