

CONSULTANT PROFILE

Network Administrator / Senior Deskside Specialist

The Network Administrator/Senior Deskside Specialist will provide technical support to staff of Resolute and/or its clients as assigned. They will lead technical projects within their area of expertise. They will be responsible to ensure issues are resolved within established service levels. They will have strong end-user interaction/communication skills, the ability to recognize potential problems and take appropriate preventative action, the ability to support a wide variety of users through phone and email communication as well as be willing to travel occasionally to other client and/or office locations. Reports directly to the Helpdesk Supervisor.

Areas of Expertise, Skills and Abilities

- Perform all network administration tasks as required in a Windows environment
- Assess recurring issues and create automated processes to eliminate the need for repeated manual tasks
- Respond to email and phone requests for technical assistance through established helpdesk ticketing system
- Analyze and diagnose second level problems reported by end-users and formulate viable solutions to satisfy user's requirements
- Resolve complex end-user issues in consultation with other consultants, specialists and/or analysts
- Mentor other deskside staff with the resolution of their ticket/issues as required
- Troubleshoot and resolve issues with workstation hardware and software
- Be proficient at providing effective onsite client support leveraging strong interpersonal skills to exceed client expectations
- Setup and deploy IT equipment including PCs, phones and peripherals for new employees
- Assist with client data backup and restore systems
- Perform remote desktop support for client, corporate and home office employees
- Work with fellow members of the IT department to accomplish assigned projects
- Train users in various software and operating system activities as required
- Receive general direction on key objectives and guidance on complex unconventional problems when required
- Perform departmental and/or corporate office moves and additions
- Ensure Resolute standards and policies are solidly applied throughout the desktop environment
- Create new or recommend improvements to desktop standard policies, processes and procedures for both internal and external clients
- Evaluate, recommend and implement desktop tools for both internal and external clients
- Coordinate, provide leadership and coach other desktop support analysts within the defined support team

If you're getting feedback like this you'll enjoy the Resolute environment:

"One of the most talented individuals I've ever worked with. An amazing ability to work at a detailed level while still having the foresight and knowledge to head off problems before they arise. They are always considering what's right for our business with a real customer focus."

- Maintain a library of build images and related process documentation
- Able to provide on call support as required
- Perform other related duties as assigned

Experience/Education

- Computer Science degree, college diploma or equivalent experience and training
- 5 years progressive experience in information systems positions
- 7+ years' experience installing and maintaining personal computers and servers and related hardware, software, printer and networks
- 7+ years' experience working providing PC/Mac support and/or in a Helpdesk environment
- Experience with Microsoft centric products such as Windows, Outlook and Office as well as Office 365
- Experience with Apple hardware and software products a definite asset
- Technology infrastructure selection and implementation experience
- Experience with Windows Active Directory 2003 - 2012R2 and Exchange 2003-2013
- Experience with various remote takeover tools and technologies
- Strong troubleshooting ability with the ability to communicate with other technical groups within the IT department
- Must have solid understanding of networking concepts, with the ability to troubleshoot basic connectivity between devices such as switch, routers and firewalls. Familiar with DNS, DHCP, TCP/IP, etc.
- Ability to build Windows based workstations and install software applications
- Experience with Microsoft's automated desktop deployment tools
- Experience with automated software distribution tools
- Experience with remote infrastructure monitoring tools a definite asset
- The ability to create processes, procedures and set technical direction for the other technical staff on the Deskside support team
- Lead junior technicians in troubleshooting more advanced issues
- Create and maintain support documentation for reference and team building
- Certifications such as MCSE, Network+, A+, CCNA, RHCP a definite asset

Knowledge Areas

- Effective time management and decision making skills
- Able to manage deadlines and work under pressure
- Able to deal effectively with coworkers and professional staff
- Must be able to interpret business requirements and translate them to technical terms
- Must have strong interpersonal and communications (oral/written) skills
- Must have a strong customer service ethic
- Be flexible to work extended hours when necessary and deal with change effectively
- Able to work effectively and efficiently in a fast-paced environment
- Able to effectively track work activities and time for proper reporting and billing as needed
- Able to work independently and in a team environment
- Be highly motivated and be able to troubleshoot wide ranging services and applications with minimal guidance
- Be customer service orientated and must be able to work on project based tasks



- Able to interact effectively with employees, management, suppliers and legal/government representatives
- Able to analyze problems and make decisions
- Be open to and research new ideas and methods
- Strong working knowledge of Windows operating systems, networks, firewalls and remote access
- Good organizational skills and reliability are essential
- Setup and configure various accounts such as: Active Directory, Exchange mail, SharePoint, VPN and Anti-Spam
- Assist in troubleshooting and supporting VoIP phone systems

Working Conditions

- Normal office conditions
- Will be required to physically move computers and other hardware
- Overtime and/or on call may be required
- Traveling between different office locations within/outside city/province
- Periodic stress related to workload
- Must be flexible to work various shifts to support client business hour time zones (PST, CST, EST) including modified work day as required

Applicants are encouraged to apply if they are a Canadian Citizen, Permanent Resident or on a valid open Canadian Work Visa. Sponsorships from foreign countries are not provided.