



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

L9 P23 R4074 HWY 596 - Box 109

Keewatin, ON P0X 1C0

Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/02

I/S Support Technician

Job ID	5F-0A-E8-0E-D3-7A	
Web Address	https://careers.indigenous.link/viewjob?jobname=5F-0A-E8-0E-D3-7A	
Company	Northwestel	
Location	Yellowknife, North West Territories	
Date Posted	From: 2022-06-30	To: 2022-07-30
Job	Type: Full-time	Category: Telecommunications
Languages	English	

Description

Northwestel is seeking a permanent full-time employee to join the IT team! As a I/S Support Technician, you will carry out and diagnose on-going technical support functions in an environment with a mix of hardware, operating systems, and applications while providing exceptional customer service.

Employment Equity

Northwestel values diversity in the workplace and is committed to the goals of Employment Equity. We strive to achieve a skilled workforce that is representative of the population we serve, and as a Northern company, we are committed to the employment and career development of our Indigenous peoples. If you are an Indigenous person, a woman, a person with a disability, or a visible minority please indicate so when you are completing the pre-screen questions as you apply to receive hiring preference.

Specific Accountabilities

Carry out on-going technical support functions in an environment with a mix of hardware, operating systems, and applications.

Diagnose and troubleshoot network hardware equipment and software failures and provide resolution and/or escalation in a timely manner.

Perform ongoing analysis and monitoring of systems to proactively diagnose and respond to incidents and problems.

Provision and install new virtual and physical servers.

Document, install and support a variety of operating systems and application software.

Perform analysis of system and service performance and provide recommendation for upgrades.

Perform operating system software upgrades, such as installing new hardware/software, apply application and security patches, etc.

Perform routine maintenance such as applying patches, performing backups and restores, managing disk space, and responding to security concerns.

Provide 2nd level support for external and internal help desk technicians.

Participating in special projects and technical review committees.

Working in a team environment with cross departmental interaction.

Contributes to Customer Experience, Operations Service Delivery related continuous performance improvements.

Commit to continuous learning of new technologies and keeping skills up to date.

Cross trains others in area of competency.

Perform administrative tasks such as tracking software licensing, reviewing logs, using change control systems, producing documentation, etc.

May be required to perform work in shifts.

Participate in our organizational health and safety programs, adhering to all safe work procedures focused on continuous improvement, as well as, ensuring all safety training is kept current.

Timely completion of all administrative tasks including, but not limited to: time reporting, expense reporting and submission of corporate card statements.

Knowledge and Skills Required

Two (2) year technical computer related college diploma/certificate from a recognized institution with four (4) years' experience in similar roles.

Must have extensive experience in at least one, and working knowledge of one or more of the following Operating Systems:

Windows Server 2016, 2012 and 2008; and

Red Hat Linux- other variants of Linux will be considered.

Extensive knowledge of at least one, and working knowledge of at least one more of the following Applications:

BlueCat DNS and DHCP

Windows DNS

Active Directory;

Microsoft Exchange

Blackberry Messaging and UEM platform;

NFS/ISCSI

Solar Winds Orion and Virtual Manager

Barracuda Networks

Working knowledge of the following technologies:

Dell/EMC (SAN);

Cisco UCS Servers and Cisco Networking equipment (Routing and Switching);

VM-Ware ESXi, vSphere and related EMC NetWorker and DataDomain

Demonstrated knowledge of LANs and network routing, switching (VLANs) as it applies to providing service to end users.

Must have good hands-on and analytical troubleshooting skills.

Must be able to work under stress and meet critical deadlines.

As part of the recruitment process for this position, candidates may be required to take pre-employment tests and/or complete work simulation exercise to assess job fit.

As a safety conscious COR, a Certified organization, we have an established and comprehensive safety program. We expect all employees to participate in our organizational health and safety programs, adhering to all safe work procedures focused on continuous improvement.

Qualifications

Skills

Preferred

Information Systems Advanced

Creative Problem-Solving Advanced

Computer Hardware Advanced

Computing Systems Advanced

Behaviors

Preferred

Team Player: Works well as a member of a group

Functional Expert: Considered a thought leader on a subject

Dedicated: Devoted to a task or purpose with loyalty or integrity»¿

Motivations

Preferred

Ability to Make an Impact: Inspired to perform well by the ability to contribute to the success of a project or the organization

Work-Life Balance: Inspired to perform well by having ample time to pursue work and interests outside of work

Goal Completion: Inspired to perform well by the completion of tasks»¿

Education

Required

Certificate or better in Computer Science or related field.»¿

Licenses & Certifications

Preferred

MCITP

OTHER

Cisco CCNA

MCSE

How to Apply

Apply by clicking "Apply now"