

# Senior Network Technician



Clear Concepts is currently looking for individuals to join our expanding IT team. Continued sustained growth opens up this full-time position with salary and holidays negotiable. Other items include subsidized health plan, mileage allowance, pension plan, and a number of other benefits. Please apply only if you like continued skill improvement in an awesome dynamic environment surrounded by a supportive team of professional peers. This role is very client focused, requiring excellent communication skills, strong attention to detail and a professional image, as you will play a key role in supporting our high profile clients. This position is aimed at experienced (5+ years in a technical support role) individuals looking for an IT career with a bright future. In-depth knowledge of Microsoft Office 365 administration, configuration and onboarding - including Exchange Online Protection, Office Online Apps, and OneDrive for Business, Exchange, Teams, and Skype for Business required.

## Responsibilities

- Troubleshooting and resolving client IT challenges
- Lead client IT projects
- Network assessments
- IT roadmap consultation
- Escalations from Service Desk

## Qualifications

- Graduate of a Certified IT/Technical Training Program and 5+ years related work experience (current Microsoft Certificates preferred)
- MS Office 365 Administration and Configuration
- Hands on experience with MS Azure and other cloud computing platforms
- Excellent working knowledge of Android, iOS, Windows 7 & 8, Windows 2003/08/12 Server, ESX, vSphere, Hyper-V, Exchange (Hosted and On Premise), and the Office 2010, 2013, Office 365 suite of applications is required
- Extensive knowledge of the TCP/IP and WAN communications (DSL, VPN, Routers)
- Familiar with operation of Web APIs, REST / JSON etc.
- Available to work Monday through Friday as well as occasional evenings and weekends
- Occasional travel to other cities is required
- Excellent verbal and written communications skills are necessary (English)
- Candidate must possess the ability to effectively work in an organized, efficient, neat manner; attention to detail is a must
- Candidate must be self-motivated, capable of independent reasoning and troubleshooting, and possess the ability to work reliably and responsibly both independently and in a team environment
- Relevant valid industry certifications are an asset