

Technical Support Engineer Full-time Position in Red Deer, AB.

Position Concept:

This is a client facing role reporting directly to the Operations Manager. The Technical Support Engineer supports the clients of Longhurst through superior systems management, technical service, and customer service. The TSE accomplishes this by taking ownership of all technical issues including third party services. This allows our clients to concentrate on their duties and operating their business.

Job Description:

- Provide onsite and remote technical support to customers
- Fast paced, multi-tasking ability to administer multi-server multi-location environments
- Create a relationship of trust with clients through regular on-site visits
- Provide consistent service to clients to provide the feeling of dependability
- Perform site maintenance to expectations set out in the Longhurst Service Level Agreement
- Take responsibility and manage assigned sites
- Ensure your clients always have an active backup system
- Responsible for the solution, design, implementation of new and existing infrastructure
- Critical role in ensuring all data used and generated is continually accessible and protected securely and confidentially
- Coordinate or otherwise interface with 3rd party vendors and support to facilitate all aspects of IT support
- Consistently update time sheets on a daily basis

Professional Abilities:

- Outstanding analytical and organizational ability with orientation towards detailed and precise documentation and record keeping
- Ability to manage difficult client support situations
- Ability to work independently or as a team with minimum or no supervision

Working Experience/Qualifications (preferred):

- 5+ years systems support experience in a hands-on technical role (minimum)
- University Degree or College Diploma
- Microsoft MSCE
- CompTIA Network
- CISCO, CCNA or CCIE, SQL Certification

Competent Abilities to Work With:

- Windows Server 2012/2016/2019
- Virtualization Technologies and Wireless LAN would be an asset
- Server Installations, Upgrades, Data Migrations, and Security
- Active Directory/Group Policy Administration
- Exchange Server 2010/2013/2016
- SQL Server
- Network Services/Protocols (DNS, DHCP, TCP/IP, VLAN)
- Firewall Technologies WatchGuard, Cisco, SSL/IPSe VPN, SonicWALL, EAPOL, crypto multi factors authentication, access control lists
- Familiar with network components of virtual environments
- Experience with Routing technologies including BGP, OSPF, IGP and IP SLA

- Experience with QQS
- Experience with wireless networking
- Remote Monitoring and Management (particularly ConnectWise Automate; formerly Labtech)
- Backup Applications & Monitoring on and off-site backups
- Desktop Support – Applications/MS Office/Virus Removal/Mobile Devices
- Windows 7/8/10
- Office 2010/2013/2016/365
- Workstations, laptops, tablets, mobile devices, printers, scanners, AIO support

Competitive salary based on experience with Blue Cross benefits, vehicle allowance. Clean Drivers Abstract, RCMP Employment Criminal Check required. Please send detailed resume and cover letter to steve@longhurstconsulting.com. We thank all that apply, but only those chosen for an interview will be contacted. Must be eligible to work in Canada