Are you passionate about solving technical problems and providing excellent customer service? If so, you might be the perfect candidate for our Senior Technical Support Engineer position.

Established in 1987, Longhurst Consulting occupies a unique space in the IT world as one of the longest running IT companies in Canada. We have built up longstanding customer relationships based on our strong commitment to superior customer service. Longhurst Consulting delivers World-Class IT Professional and Managed Services focusing on providing guidance and expertise to our valued customers to solve their IT challenges. With complete services available including IT consulting, IT support, network design, wireless infrastructure, cloud, modern workplace/endpoint, security systems and more, we are the trusted source for everything IT related in Canada.

We are committed to building a diverse and inclusive workforce that represents the many communities that we proudly serve throughout this beautiful country of ours!

Senior Technical Support Engineer
We are seeking a visionary, tech centric, and out-of-the-box thinker to join our team as Senior Technical Support Engineer. This is a client-facing role reporting directly to the Operations Manager. The Sr Technical Support Engineer supports the clients of Longhurst through superior systems management, technical service, and customer service. The Sr 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.
We are seeking a technical expert, who brings a "cool under pressure" attitude to the role, exceptional people skills and the ability to communicate with all levels of the organization.

In this position your key day to day responsibilities will include:

- Being a team mentor
- Providing onsite and remote technical support to customers
- Gather feedback from customers and engage the engineering, product, sales, and marketing teams to improve our product through regular touchpoints and data driven reporting from the field.
- Act as focal point and technical subject-matter-expert for assigned customers and their application deployments in Atlas.
- Coach and mentor junior engineers on the team in new or emerging product areas, as well as cross-training peers in specialty topics
- 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 daily

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.

WHAT YOU WILL BRING:
Working Experience/Qualifications (preferred):

- 10+ years of 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 2012/2016/2019/2022
- Microsoft Azure and M365/O365
- Prior working experience in one of the three Cloud Providers (AWS, GCP, or Azure)
- 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, TCPIP, VLAN)
- Firewall Technologies - WatchGuard, SonicWALL: VPN, SSL, 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 QOS
- 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 /11
- Office 2010/2013/2016
- Workstations, laptops, tablets, mobile devices, printers, scanners, AIO support

SECURITY CLEARANCE: As a condition of employment and due to the secure nature of our client's data, the required Police Security Clearance applicable to the position must be acquired and maintained. This is a process carried out by our law enforcement partner agencies.
To qualify for this process, a candidate may be either a Canadian Permanent Resident or Canadian Citizen. We regret any candidates under Student, Visitor, or Work Visas are not eligible for consideration.

WHAT WE OFFER

- Meaningful work - work with a sense of purpose.
- Competitive salary - with the opportunity for increases.
- Generous vacation plan.
- Excellent extended health and dental benefits.
- Fun and growing environment
- Much, MUCH more!

This position is based in Red Deer and is eligible for hybrid working. 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.