GREAT WHITE NORTH TECHNOLOGY CONSULTING INC.
150 ALGONQUIN BLVD. EAST – SUITE 1A
TIMMINS, ONTARIO, P4N 1A7
WWW.GREATWHITENORTH.COM

◆ **greatwhitenorth**
Business people, technology experts.

JOB POSTING DETAILS

Position:	Sr. Systems Engineer	**Status:**	Full-Time Permanent
Pay Structure:	Hourly, biweekly direct deposit.		
Starting Salary:	Starting salary to be determined based on skills, experience and qualifications.		
Location:	Great White North Timmins Office – 150 Algonquin Blvd. East, Suite 1A, Timmins, ON, P4N 1A7		
Work Hours:	40 hours per week, some overtime or evening and weekend work as required.		
Work Locations:	Great White North offices, on-site at client offices and some work done from your home office.		
Requirements:	You must have your own vehicle and a valid G level license, some travel as required.		

THE GREAT WHITE NORTH ADVANTAGE

We want to make Great White North the best place to work, period. To achieve our goal, we try to provide as much autonomy as possible to our team while maintaining our high quality of service. We offer flexible work hours, generous compensation packages and an understanding attitude when it comes to personal or family commitments.

At Great White North, family always comes first.

We offer a company paid family health benefits package and performance-based bonus opportunities. We also organize many company sponsored team events to celebrate our achievements throughout the year.

We are firm believers in the professional growth of our team by providing training and certification opportunities in line with your personal career roadmap. With all this in mind we aim to court and keep the best and brightest talent out there. Join our team of professionals and have your efforts help shape the IT industry!

JOB DESCRIPTION

The Sr. Systems Engineer is primarily responsible for the successful design, budgeting and delivery of IT related projects. The role has mastery over troubleshooting processes and is an expert in servers, storage and network related solutions. Prospective client infrastructure is examined, and a plan of action is created to leverage best practice-based solutions to solve their business challenges. The Sr. Systems Engineer is the final escalation path for the technical team and is responsible for resolving the most difficult support challenges. Through interactions with clients during support and project delivery the position shall collect feedback with the goal of identifying new opportunities and creating new solutions for discovered needs.

Secondary responsibilities include design, management and deployment of internal servers, storage and network related solutions. The Sr. System Engineer has full access to the IDC co-location facility and all other network locations. The role is often called upon to research and analyze new potential solutions to review their viability, cost effectiveness and value. The position is responsible for documenting all projects deployed as well as any other processes that are repeatable in nature.

The Sr. Systems Engineer designs and deploys all IT related projects according to their budgeted expectations. Accuracy in time and materials estimates is of prime importance. As a result, it is imperative that the position maintain up-to-date knowledge on new hardware, software and methodologies. The position takes on a leadership role and directs the technical services team in developing and deploying IT best practices. The Sr. Systems Engineer is the top subject matter expert in all hardware or software related inquires.

DUTIES AND RESPONSIBILITIES

- Deploy, support and document IT related projects on-time and on-budget.
- Develop project plans for future projects, associate time and materials estimates.
- Act as project lead on most endeavors, manage time and resources on assigned projects.
- Final point for all technical challenges escalated from the technical services team.
- Provide technical support in person, over the phone and via remote support apps.
- Respond to client and team escalation requests in a timely manner.
- Build and deploy new client servers, storage and network devices in-house, on-site and remotely.
- Transport equipment to/from company or client locations as required.
- Respond to after-hours mission critical requests escalated from the helpdesk team.
- Develop, install and maintain internal networks, systems and solutions.
- Participate in company and client technical position interviews, provide assessments regarding candidates.
- Evaluate company and industry IT solutions, provide recommendations for service offering enhancements.
- Work to refine and develop KPI's for company and client measurement.
- Update and create documentation for internal policies and procedures.
- Any out of town travel as required; any other duties as assigned.

REQUIRED SKILLS AND QUALIFICATIONS

The Sr. Systems Engineer is a senior-level position within the company. There are no specific education or certification requirements for this position. Must take a leadership role in the technical services department and pass on as much knowledge to the team as possible. Must have a meticulous and secure approach to project design and delivery. Having hands-on experience and an expert level of ability with the following solutions and concepts are considered essential:

- Microsoft Cloud Services. (Azure, Office 365, Exchange Online, SharePoint Online, etc.)
- Microsoft Windows Server and Business Applications (Exchange, SQL, RDS, IIS, RRAS, etc.)
- Microsoft Domain Topology, Active Directory, DNS, DHCP and Group Policy.
- LAN/WAN/DMZ/VPN networks, firewalls, network switches and wireless access points.
- VoIP telephony solutions, system & handset configuration and installation. (SIP, FXO, FXS, PSTN)
- Virtualization and SAN based infrastructure. (VMware ESXi, vCenter, Microsoft Hyper-V, iSCSI, Jumbo Frames, etc.)

EXPERIENCE ASSETS

- Between 5 to 10 years' experience in an advanced technical position within the Information Technology industry.
- Previous experience with ConnectWise; N-Able; Datto; IT Glue; Sangoma; Sophos; Ubiquiti or Lenovo / IBM.

Please visit the careers section of our website to start the application process:

www.greatwhitenorth.com/careers

This job posting will remain active and open until we find a candidate that is a right fit for our team.