



Position: Systems Engineer
Status: Full-Time Permanent
Pay Structure: Hourly, biweekly direct deposit.
Starting Salary: To be determined based on skills, experience and qualifications.

Location: Great White North office (150 Algonquin Blvd. East, Timmins, ON, P4N 1A7, Canada).
Work Hours: 40hrs per week, some overtime or evening & weekend work as required.
Work Locations: Great White North office, 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.

About Us:

The team at Great White North are a committed bunch of IT professionals that believe in crafting valuable IT solutions for our clients. We don't cut corners and always make sure things get done right. We enjoy working with technology every day and our company offers the freedom to create innovative IT solutions to solve interesting business challenges. To remain industry leaders, we invest heavily in the training and development of our team.

Our company earned the Timmins Chamber of Commerce's NOVA Business Excellence Award for the "Best Place to Work" in the city for good reason. There are no boring days at Great White North. We truly value and incorporate the input and ideas of every team member into our solutions. We're firm believers in developing careers for our team and not just creating jobs. We spend so much of our time at work that it needs to be a rewarding experience.

We believe in having fun at work and being passionate about what we do, our love of technology is clear in all that we accomplish. We're always looking for like-minded individuals that have an appetite for success to help us grow.

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 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 Systems Engineer is primarily responsible for the successful delivery of IT related projects that are on-time and on-budget. The role has an advanced troubleshooting ability and is highly knowledgeable in servers, storage and network related solutions. The application of best practice methods is critical to maintain a high level of quality and standardization in deployed solutions. The Systems Engineer is the direct escalation path for the helpdesk and is responsible for in-person support at client offices. 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.

Secondary responsibilities include setup and deployment of internal servers, storage and network related solutions. The System Engineer has full access to the IDC co-location facility and all other network locations. The role is often called upon to develop and refine internal line of business application suites such as the PSA, RMM or CMS platforms. The position is responsible for documenting all projects deployed as well as any other processes that are repeatable.

The Systems Engineer is the first point of contact for mission critical technical support calls received after core business hours. It is imperative that the position maintain up-to-date knowledge on new hardware, software and methodologies to remain relevant as the IT industry evolves. The Systems Engineer is the subject matter expert in most hardware or software related inquires.

Responsibilities:

- Deploy, support and document IT projects on-time and on-budget.
- Develop project plans for future projects and associate time estimates.
- Act as project lead when required, manage time and resources.
- Address technical support escalations from the helpdesk team.
- Provide technical support remotely and on-site at client offices.
- Respond to after-hours mission critical alerts received from the RMM system.
- Respond to after-hours mission critical requests from client stakeholders.
- Develop, install and maintain internal networks, systems and solutions.
- 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:

- Hands-on experience and an advanced level ability with the following solutions and concepts:
 - Microsoft Cloud Services. (Azure, Office 365, Exchange Online, SharePoint Online)
 - Microsoft Windows Server suites. (2008 R2, 2012 R2, 2016)
 - Microsoft Domain Topology, Active Directory, DNS, DHCP and Group Policy.
 - Microsoft application suites and features. (Exchange, SQL, RDS, IIS, RRAS)
 - 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 suites. (VMware ESXi, vSphere, vCenter; Microsoft Hyper-V)
 - Virtualization based host, SAN and network configuration. (iSCSI, Jumbo Frames, MPIO)

Experience Assets:

- Extensive experience with hardware and software from the following vendors/manufacturers:
 - ConnectWise; N-Able; Datto; IT Glue; Sangoma; Sophos; Open-Mesh; Ubiquiti or Lenovo/IBM.

Please visit the careers section of our website to start the application process: www.greatwhitenorth.com/careers
This posting will remain active and open until we find a candidate that is a right fit for our team.