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:	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 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 refinement and 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 team 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 for discovered needs.

Secondary responsibilities include setup and deployment of internal servers, storage and network related solutions. The role is often called upon to develop and refine internal line of business application suites such as the professional services application, remote management and monitoring or business continuity and disaster recovery platforms. The position is responsible for documenting all projects deployed as well as any other processes that are repeatable in nature.

The Systems Engineer is the first escalation point for challenging support requests received by the technical services team. A response must be given as quickly as possible and escalations must be triaged according to impact and severity. 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.

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 when required, manage time and resources on assigned projects.
- Take technical support escalations from the helpdesk and troubleshoot through to resolution.
- Provide technical support in person, over the phone and via remote support apps.
- Respond to client and team escalation requests in a timely manner.
- Answer incoming calls to the Great White North main line and address client requests.
- Build and deploy new client servers, storage and network devices in-house 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, platforms 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

The Systems Engineer is a mid-level position within the company. Must have a technical mindset and be able to learn new complex concepts quickly. Having hands-on experience and an advanced 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 1 to 3 years' experience in an advanced technical position within the Information Technology industry.
- Previous experience within the Managed Service Provider (MSP) space working with Professional Services Automation (PSA), Remote Management & Monitoring (RMM) and Documentation software.

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.