

## **IT Field Network Technician**

### **About B4 Networks**

Do you LOVE Technology and helping customers? Do you want to join a “family” where you can REALLY make a difference, be a major part of our success and surround yourself with other creative, high-energy professionals that “get” it?

At B4 Networks, we are a fast-growing IT/MSP firm that is eagerly searching for an IT Field Network Technician that can grow with us.

In short, we provide outsourced IT support services to businesses across the Niagara Region at a fixed monthly rate (Managed Services). Our clients are all small to mid size businesses such as accountants, doctors, lawyers, insurance brokers, as well as larger companies including manufacturing plants.

### **Description**

You will thrive in this role if:

- You are smart, EXTREMELY ORGANIZED and can handle the pressures associated with IT field network services. You must be a very task oriented person that won't let details slip, who respects deadlines and can GET STUFF DONE.
- You have a passion for IT and thrive off the challenge of new technology. In this position you will be one of the first resources called upon to guide technical solutions for clients.
- Problem solving skills are your forte and you understand how to use the resources available at hand to solve technical issues. As you work through a technical problem you will see the bigger picture and understand how your changes affect other parts of the infrastructure but do so in a confident manner so as to not waste time second guessing.
- You want to be challenged daily and sitting in one location managing a stagnant environment does not excite you. Being able to manage multiple environments, projects drives you to enjoy your work. You have a desire to help others learn and are able to teach in way that instills confidence in your co-workers.

### **Job Purpose**

- To provide 1st and 2nd line computer support to clients, assisting them with hardware and software problems via phone, email, and onsite
- Visit client sites to assist with issues that cannot be resolved remotely.
- Assist with identifying client requirements and relaying that information back to B4 Networks sales staff.

## Traits that will thrive in this job

Someone that....

- first and foremost, has great communications skills. Someone that knows keeping clients and fellow colleagues informed every step of the way is our number one priority.
- likes to maintain a high degree of customer service.
- likes to take ownership of user problems and be pro-active when dealing with user issues.
- is a team player that will seek help from colleagues when needed.
- has a high degree of organization. If people make fun of how organized you are, we WANT you!
- can maintain their own schedule with little supervision.
- likes to work in a fast paced environment
- is a straight-talking, no-drama person that hates company politics, hidden agendas and other B.S. that just makes everyone less productive and miserable. (We feel the same way and want to keep our zero-drama team environment intact.).
- loves technology and are passionate about it.
- is very personable, friendly, and can hold a conversation without being awkward.
- has a drive to learn something each day.

## Formal Education & Certification

Requirements:

- College diploma or university degree in the field of computer science **or** 3 years equivalent work experience with an MSP or IT Provider.

Assets:

- Certifications in Microsoft desktop and server technologies, CompTIA A+, CompTIA Network+.

## How to Apply and Hiring Process

You **MUST** be a Canadian Citizen. Period, no exceptions. You must be living in Niagara or be willing to relocate to the Niagara Region.

Does this sound like a GREAT opportunity for you? Then please submit a resume by e-mail along with a brief, one-page summary explaining why you think you would make an excellent candidate for this position.

At B4 Networks, we follow a hiring process called Topgrading.

The first step is to apply by sending a resume to [resume@b4networks.ca](mailto:resume@b4networks.ca)

You will then be directed to an online form to complete the next phase of your application.

Thank you!