



Job Description

Position Title: IT Technician

Reporting to: IT Manager

Position Summary:

In this full-time position in our tightly knit and enthusiastic technology team, the IT Technician will be working out of a centrally located modern office space in Victoria, BC, with free parking included. The IT Technician has long term aspirations and wants to grow with us.

Lynxedge works with organizations of all sizes and in this role, no day is like the one before. The IT Technician will fill out our team's makeup by concentrating on the IT tasks that benefit from a focused, heads down approach, often working on site at our clients' offices. The ideal candidate is thoughtful about delivering the right answer not just the fastest answer, enjoys organizing, thrives on detailed work, is a thoughtful documenter, and is comfortable working in varied environments throughout the day.

Lynxedge Solutions:

At Lynxedge, we know that at the heart of any successful organization lays a technological strategy and IT system that pushes them ahead of their competition. As such, we are passionate about providing thoughtful, timely and tailored IT solutions, and strategic IT plans to our clients. Through our hard work, dedication, and passion for well-designed solutions, we provide and maintain our clients' technological edge. We are obsessed with providing exceptionally well-tailored IT support and structure to our clients and we want to hire someone who will love doing that work as much as we do.

Key Responsibilities:

- Network/VLAN Creation and Administration
- Active Directory and Group Policy Management
- Proficiency with Office 365, Azure, AWS, and other cloud-based technologies
- Familiarity with Cisco/Meraki and enterprise wireless systems
- Delivering exceptional and professional IT service to our clients
- Assisting with logistics, planning and IT setups
- Managing your time and priorities, as you will be working independently on site with clients some of the time
- Accurately maintaining logs and documentation
- Managing IT infrastructure (servers, computers, routers, switches, etc.)
- Troubleshooting hardware, software, and network problems, looking for the most strategic answer, not just a band aid solution
- Proactively identifying areas of concern and providing recommendations
- Performing software updates, antivirus scans and monitoring

- Delivering network upgrades, administration, and VPN client support
- Systems monitoring and response
- Software license management, inventory, and documentation

Requirements:

- A 2-year diploma or 4-year bachelor's degree in computer science or related field.
- A minimum of two years professional experience working as an IT Technician.
- Comprehensive knowledge of Windows and MacOS operating systems and common applications.
- Hands on experience installing and managing IT hardware and software.
- Networking expertise in supporting local wireless and wired office networks.
- Owns a reliable vehicle for onsite technical support duties at our customers' offices (we provide a mileage reimbursement).
- Able to pass a Criminal Record Check.
- Able to carry 40 lbs safely and able to move from standing to kneeling under a desk with ease and comfort.
- Able to work on the weekend, in an on-call capacity once a month. (We have a robust 7 day a week support model for our clients. The IT Technician must have capacity to provide on-call coverage for one weekend per month.)

Additional Skills & Abilities:

- A desire and ability to grow your skill set and knowledge and enthusiastic about change.
- Excellent time management, organizational and communication skills.
- A professional, thoughtful style.
- Friendly and comfortable being onsite at a different organization every day.
- Able to focus on the task at hand without losing sight of the big picture goal.
- Passionate about documentation excellence and comfortable following, to a tee, written instructions
- Dedicated to solving problems the best way, not just the fastest way.

Benefits: Lynxedge Solutions offers a comprehensive full health and dental benefits plan to all employees, made available after the 3-month probation period.

COVID-19: Lynxedge Solutions follows all the requirements and recommendations set out by Health Canada, WCB, BC Ministry of Health, and Provincial Health Officers regarding creating a safe workspace for all employees and contractors.

***Disclaimer Clause:** The above statements are intended to describe the general nature and level of the work being performed by the employee assigned to this position. There is no exhaustive list of all duties and responsibilities, knowledge, skills, abilities, physical job demands and working conditions associated with this position.*