



Job Description

Position Title: IT Technician – Tier 1

Location: Vancouver, BC

Reports to: Team Lead

Position Summary:

In this full-time position in our tightly knit and enthusiastic technology team, the IT Technician – Tier 1 will be working out of a modern office space in Vancouver, BC. The IT Technician has long term aspirations and wants to grow with us.

As an IT Technician – Tier 1 you will focus on providing front-line technical support to clients including answering calls, responding to emails, troubleshooting common IT issues, and assisting with basic systems maintenance. This role requires patience, attention to detail, excellent communication skills, and a willingness to follow established processes to deliver consistent, reliable service.

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:

- Delivering exceptional and professional IT service to our clients.
- Answering and triaging incoming client support requests via phone, email, and ticketing system.
- Accurately maintaining logs and documentation.
- Software license management and client inventory.
- Troubleshooting hardware, software, and network problems, looking for the most strategic answer, not just a band aid solution.
- Completing password/MFA resets, software updates, and antivirus scans.
- Supporting network administration and monitoring systems.
- Assisting with IT setups, installations, and equipment management.
- Active Directory management usually through onboarding and offboarding of users.
- Proficiency with Microsoft 365 and other cloud-based technologies.
- Familiarity with Cisco Meraki, HPE Aruba, OPNsense and enterprise wireless systems.
- Assisting with logistics, planning and IT setups.

2026 01 19: The Job Description is currently under review and will be finalized in the coming weeks.

- Managing your time and priorities, as you will be working independently on site with clients some of the time.
- Proactively identifying areas of concern and providing recommendations.
- Staff augmentation for clients.

Requirements:

- Post secondary education in computer networking or related field is preferred.
- Knowledge of Windows and MacOS operating systems and common applications.
- Hands on experience installing and managing IT hardware and software.
- Ability to start and end the workday onsite.
- Ability to pass a Criminal Record Check.
- Ability to carry 40 lbs safely, including up and down stairs and able to move from standing to kneeling under a desk with ease and comfort.
- Lynxedge offers their clients a robust 7 day a week support model so the IT Technician must have the capacity to provide on-call coverage for approximately one weekend per month, plus the ability to occasionally work after-hours for scheduled after-hours client projects. The ability to shift your workday earlier or later depending on client upgrades, installs or management requirements is required (e.g. from a 9am – 5pm workday to 8am – 4pm).

Additional Skills and Abilities:

- A desire and ability to grow your skill set and knowledge and enthusiastic about change.
- Takes direction well and welcomes training opportunities.
- Excellent time management, organizational, and communication skills.
- Ability to manage multiple requests and prioritize effectively.
- Communicate using work provided tools and channels throughout the workday.
- A professional, thoughtful style, and a friendly demeanour.
- Comfortable being onsite at different client organizations as required.
- Ability 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 and verbal instructions.
- Dedicated to solving problems the best way, not just the fastest way.

Compensation and Benefits: Lynxedge Solutions offers a starting salary of \$48,000 – \$54,000 (commensurate with related skills and experience) plus a comprehensive full health and dental benefits plan (available after the 3-month probationary period).

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.*