Position:
Senior Technical Analyst

Location:
Fredericton, New Brunswick

The Company:
BrunNet is a leading technology solutions provider focused on enabling our customers to realize the full value of their IT assets. Established in 1995, we continue to combine superior IT services with the latest technologies to help our clients reduce costs and risks associated with managing their mission critical data.

Based in Fredericton, BrunNet has developed into one of the premier IT Managed Service Providers and Value-Added Resellers in Atlantic Canada. BrunNet has been named a Top 100 Solution Provider in Canada by the Computer Dealer News every year since 2015.

The company has an immediate opening for a Technical Analyst to meet the demands of an expanding client base.

Job Responsibilities:

- Design, configure, deploy, and support Microsoft Windows Server infrastructures, storage, and network infrastructures, both on-premises and in the cloud.
- Troubleshoot network hardware and software applications to resolve operational issues and restore services.
- Develop and implement IT security procedures and tools to ensure proper protection of customer environments.
- Perform project-based work such as technology upgrades and migrations. Execute IT infrastructure projects such as VMware migrations, Office 365 Migrations, firewall implementations and server deployments at a very senior level with minimal supervision.
- Track time and expenses in professional services automation (PSA) software.
- Utilize excellent client service skills and ensure proper recording, documentation, and closure of any service issues.
- Work directly with customers, peers, and management daily to meet customer-defined requirements and SLAs.
- Assist in monitoring the remote monitoring and management (RMM) system alerts and notifications and respond accordingly through service tickets.
- Mentor junior technical staff.

- Assist in the architecture of IT solutions for numerous clients. Assist in pre-sales role to architect client IT solutions around security, virtualization, networking, and cloud-computing.
- Act as a Level 3 escalation point for help desk service requests.

Qualifications:

- Excellent technical working knowledge of server, SAN, cloud and virtualization environments such as Windows Server 2016/2019, HyperV, Azure and VMware.
- Minimum 5 years of senior IT technical experience
- Networking knowledge of TCP/IP, DNS, DHCP; strong knowledge of switches and firewalls.
- Familiarity with IT security principals, methodologies, and emerging frameworks.
- A+, Microsoft, VMware, Cisco and other industry certifications (or equivalent work experience) are considered strong assets.
- Extremely customer focused. Ability to control client conversations and guide clients to resolution.
- Ability to multi-task and adapt to changing client requests on the fly.
- Strong written and verbal communication skills (Bilingualism is an asset, but not required).
- Demonstrated experience in process and document management. Attention to detail is extremely important.
- Must be able to multi-task and work on several projects at once while meeting deadlines.
- Must hold a valid driver's license.

Compensation:

Salary and benefits are negotiable and will be reflective of experience. BrunNet offers:
- A Competitive Health Plan
- RRSP Matching
- Continual Training
- Career Advancement
- Exceptional Team Environment

To apply in confidence, please send a copy of your resume to: careers@brunnet.com.