



Position:

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:

- Assist with the provisioning and management of customer infrastructure including end user hardware/software, servers, networking equipment and cloud environments.
- Assist in evaluating, recommending, and implementing technology solutions for our customers.
- Professionally respond to tier-2 telephone calls, emails, and web-based service support requests.
- Work directly with customers, peers, and management to meet customer-defined requirements and SLAs.
- Document and maintain customer build documents, security procedures and processes.
- Utilize remote management and monitoring tools to ensure customer infrastructure is kept up-to-date and secure.
- Assist with the implementation and management of customer backup and disaster recovery plans.

Qualifications:

- 3-5 years of related technical experience
- Excel in supporting and troubleshooting Microsoft server and desktop operating systems.
- Networking knowledge of TCP/IP, DNS, DHCP, switches and firewalls.
- Experience with the following Microsoft technologies would be considered an asset: Office 365, Azure, Intune, SharePoint, Teams, Autopilot.
- Familiarity with IT security principals, methodologies, and emerging frameworks would be considered an asset.
- 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.