



Immediate position opening for an experienced IT Technician:

Company: TCSI Consulting, Ltd. is a rapidly growing high-tech company that provides Information Technology support to small and medium business clients in Northwest, British Columbia. TCSI has a permanent full-time position open immediately, for an experienced IT professional who is team oriented, customer service driven and truly passionate about computer technology. This is a unique opportunity for the right individual to take their entrepreneurial IT spirit to the next level! The salary offered will reflect the experience and overall value to the company that the ideal candidate brings.

Terrace: One of the best kept secrets in all of BC, nestled in the Pacific Coastal Mountain range, there are beautiful scenic views in every direction. There are plenty of opportunities for those interested in hiking, biking, skiing, or snowboarding, we've got you covered. Terrace is situated near Kitimat and Prince Rupert, both of which offer the prospect of all things Ocean related as well. For the outdoor enthusiast Terrace will not disappoint. If you're raising a family, come and enjoy a community that is very friendly and supportive, lots of activity and sport options available.

Job Description: Your main responsibilities will be working with a team of professionals to help support a large variety of customers both on-site and remotely, as well as tasks issued by the Operations Manager or Owners of the company. This includes, but is not limited to: Analyze, design and plan computer hardware and software solutions as well as administrate networks, workstations, and servers. Communication in a clear and timely fashion with clients, stakeholders, and your team will be a daily responsibility.

Ideal Candidate: You are an IT Professional with a wealth of experience, and you thrive in an environment that can be chaotic some days – those are the days you are “in the zone”. Mostly you love IT and you are driven by the need to ensure client (internal or external) technology concerns or opportunities are addressed, resolved and easily explained. You are good to work alone or as part of the team (and other Team Members truly value this). You are someone who can also occasionally step up as a team leader guiding those that have less experience as well as contributing to complex issues with the rest of the team helping them where possible.

Requirements and Qualifications: Hard-working, self-motivated, customer service oriented and in addition for TCSI, applicants must have:

- The ability to effectively explain difficult concepts to non-technical clients in a manner that they can understand.
- Ability to meet deadlines and work in time sensitive, occasionally high stress work environments.
- Proven track record of managing and implementing IT infrastructure and systems.
- Demonstrate strong skills in time management, organization, and communication.
- Must possess strong technical and troubleshooting skills.
- Be willing to travel and/or available for occasional weekend and evening work, as well as being available on short notice.



- Must be able to safely lift and manoeuvre heavy objects, up to 50 lbs.
- Minimum of 3 years' experience in the Information Technology industry.
- Bachelor's degree, Associates degree, or relevant trade school certification ideal, but not required.
- Possession of a valid class 5 license without restriction is required and a reliable vehicle.
- A clean Driver's Abstract and proof of Bondability (Criminal Records Check) will be required in advance of hire (costs of which will be reimbursed for the successful candidate).

Specific Technical Requirements:

- Installation, Setup, Configuration and Support of Windows 10 and 11
- Hardware diagnostics and troubleshooting experience
- Smart Phones/Tablets, individual and corporate setup and management – iOS, Android
- Networking Knowledge: TCP/IP, VPNs, VLANs, Wireless Networks, network printing, Domain networks, DNS, DHCP
- Exchange 2013, 2016 or 2019 management
- Microsoft 365 Suite of services including: Azure AD, Exchange Online, SharePoint, Teams
- SAN, NAS and DAS Experience an asset
- Microsoft Active Directory configuration and administration experience
- Familiarity with Linux / Mac, programming, scripting, or other technical knowledge an asset

To Apply:

If you meet the criteria for this opportunity, please send a cover letter and resume that clearly outlines what we are looking for (be sure to indicate how you would make an excellent addition to our team)

Applications may be submitted by e-mail to:

Talent@tcsiconsulting.ca

Attention: TCSI Consulting Ltd.

TCSI thanks all applicants for their interest in this Technician opportunity with the company. Following a review of all applications, a limited number of the most highly qualified candidates may be invited to proceed further in the selection process. Please include a minimum of 3 references with your application.