

# CanadaDirect

<b>Position Title:</b>	Network Technician level 1
<b>Company</b>	CanadaDirect (Integrated marketing solutions company)
<b>Status</b>	Permanent, full time

## COMPANY DESCRIPTION

Positioned as Multi-Channel Solutions experts, we are the ideal strategic partner to leverage the power of your direct marketing programs and deliver lucrative results. As a full service, vertically integrated firm, we combine our expertise with unparalleled processes and systems integration is used to deliver end-to-end turnkey solutions built on the foundation of a strategically planned, focused and integrated marketing program. By overseeing and executing every stage of the direct marketing process, your success is driven from conception to execution.

Our established team of marketing professionals are industry specialists in database management, brand differentiation, segmentation, creative copy and design, strategy formulation, loyalty program development and post campaign analysis

CanadaDirect is looking for a Network Technician level 1 for his office located in Dorval. It is a permanent, full time position. The schedule is from 10 :00 till 18 :00.

## MAIN RESPONSIBILITIES

- Diagnose and resolve problems with the endpoint, from simple to complex level. (Proper analysis capacity is required.)
- Act as first line support for users.
- To support outside office hours with cellular. (Emergencies only)
- Analyze the causes and document incidents.
- Identify and analyze recurring incidents to stabilize environments.
- Participate in creating reference material (internal documentation and compliance).
- Participate in the implementation, support, last days and endpoint security
- Maintain client computers with different safety standards. (Ie: PCI-DSS)
- Support operations by providing ongoing support and proactive
- Supporting client applications such as Windows, Office (Word, Excel, Outlook), and interaction scripting SFTP client (FileZilla)

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## QUALIFICATIONS NEEDED

- Have at least one AEC or DEC computer or network administration;
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Internship or 1 year experience in a technical support position "on the floor". A position of phone support agents in a call center will not be considered as an equivalence.
- Experience in technical writing and writing in Standard Operating Procedure (SOP)
- Excellent knowledge and experience on Microsoft Windows client technologies
- Conceptual knowledge of VLANs and their implementation (802.1Q networks).
- Control of TCP / IP and LAN, VLAN standard protocols.
- Conceptual knowledge of QoS.
- Knowledge of basic services of a "Microsoft" network (DNS, DHCP, LDAP / AD, IIS, SFTP, etc ...)
- Knowledge of technology backup and recovery
- Excellent knowledge of tools for logging endpoint (log files, event viewers) for diagnostic purposes
- Good knowledge of the internal components of PC (hardware repair)
- Bilingual French / English (spoken and written)
- Available for occasional short trips
- Be on call with a cell port (emergency)
- Will be required to work evenings and weekends during scheduled maintenance

## ASSETS

- Experience in call center (major plus)
- Knowledge of the PCI-DSS (asset)

If you have the qualifications and experience required for this position and you would like to join a dynamic team, you can send your resume at this following address:

[recrutement@canadadirect.ca](mailto:recrutement@canadadirect.ca)

**Only the candidates who are retained will be contacted**