

## Join CanadaDirect: [Network Technician, level 1](#)

**Location:** Montreal, Quebec

**Status:** Permanent, Full Time

CanadaDirect is an integrated marketing solutions provider with over 25 years of experience transforming and supporting businesses and their brands through contact center solutions, digital marketing services and affinity partnerships. Fast paced and growing, CanadaDirect is looking for passionate driven individuals looking for interesting and challenging work opportunities to join our team.

### [What are we looking for?](#)

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.

### [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)

### [Our ideal candidate has...](#)

- 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)

CanadaDirect is a place where your efforts can have real impact. You're not just a number but a valued contributing member of the team. CanadaDirect offers attractive compensation including a competitive base salary, company bonus plan and a complete insurance plan,

At CanadaDirect, we work together, we share common values, and encourage ownership, professional development and accountability for our employee's career growth and achievement.

We seek those who are passionate and strive for excellence in all that they do regardless of a project's scale or scope. Our motto is to never back down from a challenge but to use it as a means to grow, innovate and improve in unison.

You can send your resume to the following address: [recruitment@canadadirect.ca](mailto:recruitment@canadadirect.ca)

*Only suitable candidates will be contacted for an interview.*