# IT Analyst – Network and Security – Vencer Group
**December 2023**

## About Vencer Group

Vencer is a privately-owned corporation based in Calgary, Alberta, serving clients across Western Canada, the US, the UK, Thailand, Singapore, and Turkey. Our ability to continuously support our clientele and exceed expectations is driven by our wealth of experience and knowledge, coupled with industry leading partnerships.

For over 15 years Vencer has been providing IT support to a client base operating in local industries such as Energy, Real Estate, Cannabis Cultivation and Retail, Property Management, Consulting, Service Industries, and more.

Vencer has experience assisting clients through reorganization, acquisition, divestiture, relocation, consolidation, and can provide full turnkey support for Critical Infrastructure and Information Technologies. As a result, Vencer is uniquely positioned to overcome technical hurtles and formulate actionable plans for IT services for facilities, servers, business applications, desktop environments, field support, and more.

At its core, Vencer is an organization that takes pride in being an exceptional service company with a highly skilled technical unit and a team-focused culture.

## Position Overview

Vencer Group is seeking a career-driven, outgoing, IT team member. This is an excellent opportunity for a dedicated individual with a background in technical network support and configuration – as well as experience working with monitoring, alerting, patching, and managing assets. This position will help build collaborative business consulting experience - within a corporate environment.

As an IT Analyst – Network and Security, you will be responsible for identifying and resolving complex issues related to all aspects of service delivery; user requests and issues, system alerts, projects and emergencies.

The ideal candidate will have a minimum of 3 years' working technical network support experience. Experience with asset management (antivirus, monitoring, alerting, patching, documentation, etc.) is **required**. As a highly collaborative individual, you are ready to execute successful projects, proposals and infrastructure deployments, self-leading and managing the changing dynamics of projects and client expectations.

Expected Starting Salary: $50,000 - $80,000/year, depending on candidate experience and qualifications. Performance bonuses available.

Comprehensive Benefits, Cellular, Parking, and more will be included at the end of a probationary period.

## Key Job Responsibilities

- Provide excellent client support and issue resolution, including on-site visits when necessary.
- Manage service delivery, including time tracking and documentation of issues and resolutions.
- Respond to alerts and incidents in an after-hours support/rotating 24/7 on-call environment.
- Collaborate effectively in a fast-paced team environment with changing deadlines.
- Design, deploy, and maintain IT infrastructure solutions.
- Evaluate and optimize existing IT environments and technologies.

- Maintain documentation and reports on IT solutions.
- Conduct security training and research emerging threats – As well as rollout security training for clients
- Perform firmware patching and maintenance on firewalls, network devices, and servers.
- Assist with firewall setups and deployments.
- Monitor network traffic, security events, and logs.
- Conduct periodic risk assessments.
- Provide end-user support and engage vendors for Tier 3 troubleshooting.

### Desired Skills and Experience

- Provide excellent client support and issue resolution, including on-site visits when necessary.
- Manage service delivery, including time tracking and documentation of issues and resolutions.
- Respond to alerts and incidents in an after-hours support/rotating 24/7 on-call environment.
- Collaborate effectively in a fast-paced team environment with changing deadlines.
- Design, deploy, and maintain IT infrastructure solutions.
- Evaluate and optimize existing IT environments and technologies.
- Maintain documentation and reports on IT solutions.
- Conduct security training and research emerging threats.
- Perform firmware patching and maintenance on firewalls, network devices, and servers.
- Assist with firewall setups and deployments.
- Monitor network traffic, security events, and logs.
- Conduct periodic risk assessments.
- Provide end-user support and engage vendors for Tier 3 troubleshooting.

### Hiring Policies

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Vencer Group will be based on merit, qualifications, and the needs of the organization. Vencer Group does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, disability, ancestry, medical conditions, family care status, sexual orientation, or any other basis prohibited by law. Vencer Group will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship to the extent required by law. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

### Applicant Submissions

If you believe yourself to be a qualified applicant and would enjoy working with the Vencer team, please submit your résumé and cover letter to careers@vencergroup.com; Attn: **Vencer Group Application.** We thank you for your submittal; only suitable candidates can expect to be contacted for an interview.

Thank you for your interest,

Vencer Group