

IT Senior Server Support Generalist – Vencer Group

December 2023

About Vencer Group

Vencer Group is a privately-owned corporation based in Calgary, Alberta, serving clients across Western Canada, the USA, the UK, UAE, Thailand, 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 15 years Vencer Group has been providing IT support to a client base cumulatively worth over a billion dollars and growing, operating in local industries such as Energy, Real Estate, Cannabis Cultivation and Retail, Property Management, Consulting, Service Industries, and more

We have experience assisting our clients through reorganization, acquisition, divestiture, relocation, consolidation, and can provide full turnkey support for Critical Infrastructure and Information Technologies. As a result, we are uniquely positioned to overcome technical hurdles and formulate actionable plans for IT services for facilities, servers, business applications, desktop environments, and more.

Position Overview

Vencer Group is seeking a career-driven, outgoing, IT Professional to join our team. This is an excellent opportunity for a dedicated professional with a strong background in Tier 2 and Tier 3 technical support and collaborative business consulting experience within a corporate environment.

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. Primarily working with Windows Server systems.

The ideal candidate will have a minimum of 5 years' working technical server support experience. 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: \$65,000 - \$100,000 /year, depending on candidate experience and qualifications.

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

Key Job Responsibilities

- Immediately responding to and effectively supporting any and all client requests and issues in a friendly manner
- Configuration and support of Windows servers, Network Switches, and occasionally supporting: desktops, workstations and laptops
- Configuration and support of Android, iOS, Windows phones in Microsoft Exchange and ActiveSync environments
- Configuration and support of Palo Alto, Cisco, Fortinet and DD-WRT,
- Configuration and support of SMB/Enterprise Backup Software and other programs
- Management and support of Microsoft Exchange for Microsoft Server Essentials and Windows Server in local, hybrid and cloud-based hosting environments
- Management and support of VMware and Microsoft Hyper-V
- Help plan, develop and present IT Proposals to clients on network improvements and infrastructure upgrades
- Manage service delivery with detailed time tracking, including a description of the problem and the resolution
- Manage monitoring and responding to alerts in an after-hours support/rotating 24/7 on-call environment
- Travel to clients' offices in Calgary's downtown core and remote locations to resolve issues
- Flexible schedule - Able to occasionally work weekends and/or after hours as required

- Collaborative and motivated team player with strong ability to work independently and efficiently in a fast-paced team environment with multiple and sometimes changing deadlines Design, deploy, maintain and support IT infrastructure solutions leveraging a variety of technologies, with a primary focus on servers and networking
- Evaluate performance of existing IT environments and technologies in use by our clients and document recommended changes to improve operational effectiveness
- Maintain documentation including assisting with the development of reports on IT solutions to support department direction or strategies
- Coordinate with vendors as required for support, patches, version upgrades, maintenance and troubleshooting
- Provide escalated end user support as required by phone, remote control, and email, including hardware and software troubleshooting for equipment including desktops, printers, servers, network equipment, phone systems, and other technologies

Desired Skills and Experience

- Strong adherence and promotion of internal and industry processes, protocols and policies
- Experience with accurate time tracking and managing billable tasks
- Strong prioritization and multitasking abilities in a high paced work environment
- Self-motivated, detail-oriented, organized, and results-driven
- Resourceful - able to use multiple methods for resolution such as technical documentation, knowledge bases, forums, blogs, search engines, support sites, etc
- Ability to resolve practical problems and manage changing variables in situations where only limited standardization exists
- Excellent communication (oral and written), interpersonal, and presentation skills - with a high attention to detail
- Infrastructure/Network design, implementation, security, and support experience is an asset
- Working technical knowledge of networking, OS virtualization, hardware redundancy, automated application deployment and monitoring services within a Microsoft Windows domain environment Minimum 5 years of related server administration and implementation
- Strong working knowledge of server and networking technologies, including switching/routing,
- Degree or Diploma with a related IT concentration is strongly desirable
- Experience with a broad range of vendor platforms, server installations and OS builds
- Microsoft server operating systems and related systems such as Active Directory, Exchange server, Teams, RDS, and SQL Server
- SAN/NAS Storage (VEEAM), Virtualization (VMware/Microsoft)

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