



# Join Our Team!

## About Us

BlueBird iT Solutions Inc. is a dynamic and rapidly growing IT support company specializing in healthcare IT. Recognized by Canadian Business and Maclean's as one of Canada's Fastest-Growing IT Companies, we serve a diverse range of clients from single physician offices to major institutions like Sunnybrook Hospital. Our commitment to excellence and innovation makes us a trusted partner in the healthcare industry across Canada.

## Working With Us

At BlueBird IT Solutions Inc., our team members are family. We believe in you! We recognize that our team's success is driven by your dedication and talent. We are committed to creating an environment where you feel valued and supported, fostering a strong sense of belonging within our family. BlueBird is not just a workplace; it's a community where we nurture your career and personal growth. As a growing company, we offer numerous opportunities for you to learn, grow, and carve out new career paths.

## Perks & Benefits

We understand the importance of your well-being. At BlueBird, we ensure that your physical, financial, and emotional needs are well taken care of. We know that the better we equip you to succeed in your career and life, the more energy and intensity you can bring to your day-to-day work. Our comprehensive benefits package includes:

- Competitive salary, performance-based bonus, & profit-sharing plan
- Comprehensive health, dental, and vision insurance
- Professional development opportunities and continuous learning
- A supportive and collaborative work environment
- Team building activities
- Gym membership

## Position: Field Technical Support Analyst / Hybrid

### Location . . .

BlueBird iT Head Quarters, North York, ON

### About the Position . . .

- Are you the kind of person who as a kid took apart computers to see how they work?
- Does helping people make you feel great?
- Do you enjoy a varied work week, balancing help desk duties with fieldwork?

If you answered yes to all the above, we want to talk to you!

We're seeking a versatile IT professional for a vital hybrid role that combines on-site technical support with help desk operations. This dynamic position is perfect for those who thrive in fast-paced environments, offering a mix of direct client service and remote troubleshooting, providing extensive exposure and ongoing learning opportunities.

### Key Responsibilities for Field Work Assignments . . .

#### **Setup and Configuration:**

- Handle basic to advanced setup and configuration of network equipment, including modems, routers, and switches.
- Install and configure hardware in a networked environment, ensuring optimal performance and connectivity.

#### **Client Onboarding and Troubleshooting:**

- Follow a structured work plan for onboarding new clients and troubleshooting incidents onsite.
- Perform on-site repairs, installations, and client onboarding processes, ensuring minimal disruption to client operations.
- Collaborate with other team members and departments to ensure seamless service delivery.

#### **Documentation and Reporting:**

- Accurately and promptly document actions and solutions in our CRM system.
- Provide detailed reports on the work performed and any issues encountered, ensuring transparency and clear communication.

#### **Client Communication and Management:**

- Communicate effectively with clients before, during, and after the installation process, explaining the work plan and the results.
- Manage client expectations, ensuring a high level of customer satisfaction and maintaining professionalism at all times.

**Maintenance and Cleanliness:**

- Maintain a clean and organized work area, both during and after the completion of projects.
- Ensure all tools and equipment are properly maintained and stored.

**Key Responsibilities for Help Desk . . .****Provide Prompt and Efficient Support:**

- Deliver timely and effective help desk support when needed, ensuring minimal disruption to clients' operations.
- Address client inquiries and technical issues promptly, maintaining a high standard of customer service.

**Structured Call Flow:**

- Follow our structured call flow process to quickly identify, resolve, or escalate issues.
- Ensure each step of the call flow is adhered to, providing consistency and reliability in support services.

**Active Communication:**

- Stay actively engaged with all BlueBird IT Solutions Inc. communication channels, including phone, email, and chat.
- Respond to client and team communications promptly, ensuring clear and effective information exchange.

**Flexible Ticket Management:**

- Manage support tickets efficiently, including the ability to reassign tickets during transitions between field and help desk roles.
- Prioritize and handle multiple tickets simultaneously, ensuring timely resolution and client satisfaction.
- Document all actions and resolutions in the ticketing system accurately and in real time.

**Collaboration:**

- Work closely with other team members to share knowledge and support complex issues.
- Collaborate with field services and help desk teams to ensure seamless transition and follow-up on client issues.

**Required Qualifications. . .**

- 4 years of experience in IT help desk or technical support roles.
- A college degree in Computer Science, and/or Network Administration, System Administration or equivalent studies.
- Solid knowledge in networking, including setup, configuration, and troubleshooting of modems, routers, and switches.
- Excellent communication and interpersonal skills.
- Fluency in English (verbal and written) with strong documentation abilities.
- Strong multitasking, organizational, and problem-solving skills.
- A readiness to learn, take responsibility, and maintain professionalism.
- Access to a reliable vehicle, a clean driving record, and a valid Ontario driver's license.



### Desirable Qualifications . . .

Candidates with the following additional qualifications will be highly regarded: experience or knowledge of FortiGate and Ubiquity firewalls, ConnectWise or other ticketing systems, N-central, and MS 365 Administration

**Note:** *This list is not exhaustive, and additional duties may be required to fulfill the purpose of the job*

### How to Apply . . .

If you are interested in this opportunity and believe you meet the qualifications to join our team, we invite you to apply through:

- our website at [www.bluebirdinc.com](http://www.bluebirdinc.com) or
- by sending your resume via email to [jobs@bluebirdinc.com](mailto:jobs@bluebirdinc.com)

Please indicate the position you are applying for in the subject line. We look forward to reviewing your application and potentially welcoming you to the BlueBird IT Solutions Inc. team!