



# 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: Tier 3 Help Desk Analyst

### 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?
- Do you like solving complex technical problems?
- Does helping people make you feel great?

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

We're seeking a highly skilled IT professional for a critical Tier 3 Tech Support Analyst role. This dynamic position is ideal for those who excel in fast-paced environments and are adept at solving complex technical issues. The role involves advanced troubleshooting, resolving escalated help desk tickets, and providing expert guidance to lower-tier support staff. This position offers significant exposure to cutting-edge technologies and continuous learning opportunities.

### Key Responsibilities . . .

#### **Incident Management:**

- Handle severity 1 emergency situations and complex server and firewall issues.
- Manage escalations to Tier 3 Help Desk from lower-level support analysts.
- Maintain communication with clients regarding incident progress, upcoming changes, outages, or solutions.

#### **Technical Leadership:**

- Lead migrations of IT systems to the cloud.
- Design and oversee IT architecture for complex setups in collaboration with the sales team.
- Be the lead technical analyst for VIP clients, swiftly identifying and resolving issues.

#### **System Administration:**

- Configure, deploy, and maintain systems on Azure and O365.
- Handle complex issues and setups using Active Directory.
- Document all changes to client environments, striving to maintain industry best practices.

#### **Collaboration and Support:**

- Assist the technical support team with escalations and provide guidance as needed.
- Participate in R&D projects as directed by the CTO.
- Work with project leads and managers to ensure successful project deployments.
- Support the project management and sales teams in creating IT proposals and plans for client equipment and services.
- Serve as an escalation point for junior technicians, mentoring and teaching them to develop their skills

**Continuous Improvement:**

- Strive to understand and improve IT infrastructure, helping to build standards to enhance client reliability and maintainability.
- Identify potential sales opportunities based on client interactions and support the sales team as an IT Solutions Architect.

**Documentation and Reporting:**

- Document all work performed and submit accurate timesheets.
- Create and maintain a knowledge base for internal and client use.
- Provide training to junior technicians and clients on IT systems and best practices.

**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.
- 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.

**Technical Qualifications . . .**

- Extensive experience managing, configuring, and deploying:
  - Microsoft Windows Server 2012+
  - Microsoft Exchange Server 2013+
  - Microsoft SQL Server 2012+
  - Microsoft SharePoint 2013+
  - Microsoft Hyper-V 2012+
  - Office 365
  - Citrix XenApp (7+) and NetScaler (10+)
  - VMware vSphere 6.0+
  - Cisco switches, routers, and firewalls
  - Network monitoring systems (SNMP, syslog, NetFlow)
  - Remote control software (LogMeIn, ConnectWise Automate, Remote Desktop)
  - Backup software (Veeam, Datto, WSB, etc.)
  - RAID and general RAID knowledge
  - SAN and NAS devices (iSCSI, NFS configuration)
  - VoIP systems (FreePBX, Asterisk, Cisco UC)
- Strong understanding of routing, VLAN, and VPN technologies.
- Scripting ability, preferably in PowerShell.



### 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!