



# 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 2 Help Desk Analyst / Systems 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 2 Tech Support Analyst. This dynamic position is perfect for individuals who thrive in fast-paced environments and excel at solving complex technical issues. Centered on Tier 2 help desk responsibilities, including advanced troubleshooting and escalated ticket resolution, this role requires experience in **system analysis and optimization**. Your expertise will help identify performance inefficiencies, ensure system stability, and enhance our team's ability to deliver reliable IT solutions.

### Key Responsibilities . . .

#### Incident Management:

- Manage escalated help desk tickets from Tier 1 support analysts, focusing on advanced network issues and infrastructure performance.
- Analyze and resolve incidents related to system stability, resource utilization, and client infrastructure.
- Maintain clear and proactive communication with clients on ticket progress, solutions, and next steps.

#### System Analysis & Optimization:

- Perform in-depth analysis of system performance, identifying inefficiencies, bottlenecks, and areas for improvement.
- Troubleshoot and resolve server-related issues, including configurations and performance optimizations.
- Assist with diagnosing and resolving issues in virtualization platforms like Hyper-V or VMware.
- Support the maintenance and optimization of IT systems, ensuring alignment with client needs and best practices.

#### Technical Support:

- Provide Tier 2 support for Windows Server environments, Active Directory, and networked systems.
- Assist with system upgrades, patch management, and hardware/software deployments.

- Handle escalations related to storage systems, backups, and server performance, ensuring timely resolution.

### **Collaboration and Support:**

- Serve as an escalation point for lower-tier technicians, providing guidance on advanced system-related issues.
- Collaborate with Tier 3 technicians and project teams to support complex deployments and upgrades.
- Share knowledge through documentation, mentoring, and participation in team training sessions.

### **Continuous Improvement:**

- Strive to understand and improve IT infrastructure, helping to build standards to enhance client reliability and maintainability.
- Work with the team to build and maintain internal knowledge bases and documentation.
- Support the adoption and improvement of standards in Microsoft environments to enhance client productivity.

### **Documentation and Reporting:**

- Accurately document system configurations, changes, and troubleshooting steps in the ticketing system.
- Maintain detailed records of performance analysis and issue resolutions for internal knowledge sharing.
- Provide reports on system health, recurring issues, and recommendations for improvement.

### **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 365: Administration of Outlook, Teams, InTune, SharePoint, and OneDrive.
  - Windows Server 2012+: User and group management, basic configurations, and maintenance.
  - Active Directory: Managing users, groups, and basic troubleshooting.
  - Network troubleshooting: Addressing issues with VPNs, VLANs, and basic firewall setups under Tier 2 scope.
  - Backup solutions: Diagnosing and resolving backup issues.



- Storage troubleshooting: Basic troubleshooting of SAN, NAS, and RAID configurations.
- Routing protocols and basic networking concepts for diagnosing connectivity issues.
- Remote desktop and support tools (e.g., ConnectWise, LogMeIn, Remote Desktop).
- Virtualization basics with Hyper-V or VMware.

### **Desirable Qualifications . . .**

Candidates with the following additional qualifications will be highly regarded: experience or knowledge of FortiGate and Ubiquity products, HALO PSA, 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!