



# 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 1 Help Desk Analyst / NOC Specialist

### 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 1 Tech Support Analyst with experience in Network Operations Center support. This dynamic position suits those who excel in fast-paced environments and are skilled at solving complex technical issues. While primarily focused on Tier 1 help desk tasks like advanced troubleshooting and managing escalated tickets, experience in **network monitoring, incident response, and performance optimization** is vital. Your expertise will complement our team's capabilities, ensuring reliable network operations and robust client support.

### Key Responsibilities . . .

#### Incident Management:

- Manage escalated help desk tickets from Tier 1 analysts, focusing on advanced network issues and infrastructure performance.
- Troubleshoot incidents related to network stability, connectivity, and system functionality.
- Maintain proactive communication with clients, providing clear updates on ticket progress, solutions, and anticipated resolutions.

#### Network Operations & Optimization:

- Continuously monitor network performance using advanced tools to detect and address inefficiencies or potential issues.
- Respond to alerts and outages, diagnosing and resolving issues to ensure uninterrupted service.
- Monitor and analyze network performance, identifying inefficiencies, bottlenecks, and opportunities for improvement.
- Troubleshoot and resolve escalated issues related to routing, VPNs, VLANs, and basic firewall configurations.
- Assist with the configuration and maintenance of network monitoring tools to ensure uptime and reliability.
- Support network hardware upgrades, patch management, and incident response to maintain client infrastructure.

**Technical Support:**

- Provide Tier 2 support for network and system-related issues, ensuring seamless connectivity and efficient network operations.
- Assist with the deployment and maintenance of Microsoft 365 services and network-integrated applications.
- Handle escalations related to backup systems, ensuring network connectivity for data integrity and availability.

**Collaboration and Support:**

- Act as an escalation point for lower-tier technicians, offering guidance and expertise in resolving advanced network issues.
- Collaborate with Tier 3 technicians and project teams on network deployments, upgrades, and optimizations.
- Document resolutions and mentor team members to enhance network troubleshooting capabilities across the team.

**Continuous Improvement:**

- Contribute to improving network infrastructure by identifying and addressing recurring connectivity or performance issues.
- Work with the team to establish standards for network operations, ensuring reliability and scalability for clients.
- Participate in building and maintaining a knowledge base for internal use, sharing best practices and solutions.

**Documentation and Reporting:**

- Maintain detailed documentation of network configurations, incident resolutions, and troubleshooting steps in the ticketing system.
- Generate reports on network performance, recurring issues, and recommendations for improvement.
- Provide input on standards and configurations to enhance operational efficiency and reliability.

**Required Qualifications. . .**

- 4+ years of experience in IT help desk or technical support roles, ideally in an MSP or NOC environment
- 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

Prior MSP work experience a big plus!

**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!