



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 / Microsoft Applications 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 2 Tech Support Analyst who is exceptionally well versed in Microsoft Applications. This dynamic position is ideal for those who excel in fast-paced environments and are adept at solving complex technical issues. While primarily focused on Tier 2 help desk tasks such as advanced troubleshooting and resolving escalated tickets, expertise in Microsoft 365, SharePoint, and Teams is essential to complement our team's skills. Your experience will ensure efficient issue resolution, provide valuable support to clients, and strengthen our capabilities in managing Microsoft environments.

Key Responsibilities . . .

Incident Management:

- Handle severity 1 emergency situations and complex server and firewall issues.
- Address **Microsoft** issues, including Office 365, SharePoint, InTune, Teams, and OneDrive requests.
- Maintain communication with clients regarding incident progress, upcoming changes, outages, or solutions.

Technical Support:

- Troubleshoot **Microsoft Windows Server**, Office 365, and Active Directory user-related issues.
- Respond to advanced client requests for Microsoft Application support, including permissions, configurations, and general optimizations.
- Assist with basic **network troubleshooting**, including VPNs, VLANs, and firewall issues under Tier 2 scope.

System Support & Administration:

- Perform user and group management tasks in **Active Directory** and Office 365 environments.
- Assist with configuring and maintaining Microsoft 365 services.

- Support hardware and software deployments, ensuring proper documentation and adherence to best practices.

Collaboration and Support:

- Serve as an escalation point for lower-tier technicians, providing guidance and sharing knowledge to resolve issues.
- Participate in R&D projects as directed by your senior team.
- Work with project leads and managers to ensure successful project deployments.
- 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.
- 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:

- Document all work performed and submit accurate timesheets.
- Create and update documentation on Microsoft-related tasks, troubleshooting steps, and configurations.
- Share solutions and resolutions with team members to enhance overall team effectiveness.

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: Office 365, Teams, InTune, SharePoint, and OneDrive administration.
 - Strong understanding of routing, VLAN, and VPN technologies.
 - Windows Server 2012+ and Active Directory administration.
 - Network troubleshooting: VPNs, VLANs, basic firewall configurations.
 - Backup solutions and general storage troubleshooting.



Desirable Qualifications . . .

Candidates with the following additional qualifications will be highly regarded: experience or knowledge of FortiGate and Ubiquity firewalls, 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 or
- by sending your resume via email to 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!