



## Ross Pope Inc.

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# Information Technology Technician

Ross Pope Inc. is a dynamic professional firm, providing computer consulting services to businesses and not-for-profit organizations. We are looking for energetic, service oriented team players for the following position. This position requires someone with the ability to work in a fast paced environment, independently and as part of a team, with superb multi-tasking and troubleshooting skills.

### REQUIREMENTS:

- College diploma or equivalent experience in IT
- Access to a vehicle for use at various client premises
- Some travel to various client sites

### EXPERIENCE:

- Networking concepts
- Network design and implementation
- Windows Servers installation and support
- Windows and Mac Operating Systems
- Workstation deployment and imaging
- Productivity suites
- Virtualization implementation and support
- Terminal Services / Citrix
- Antivirus and Backup solutions
- Web technologies
- SQL and database servers
- Accounting software

### SKILLS:

- Knowledge of basic computer hardware and software
- Knowledge of networking technologies and IP addressing
- Exceptional written and oral communication skills
- Exceptional interpersonal skills, with a focus on rapport-building
- Strong documentation and troubleshooting skills
- Fluent English and French language
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation
- Experience working in a team-oriented, collaborative environment
- Experience with virtual technologies (VMware/Hyper-V)
- Experience with Terminal Services and Citrix
- Experience with Windows Servers, Exchange Servers, SQL Servers
- Eager to learn new technologies

Please send your resume including references and salary expectations by noon on Friday, Dec 23<sup>rd</sup>, 2011:

[jobs@rosspope.com](mailto:jobs@rosspope.com)

or

**Ross Pope Inc.**

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