



## IT Business Solutions Technician

### Position Summary:

We are looking for an experienced IT Technician to monitor and maintain client servers, computer systems and network infrastructure. In addition to a broad knowledge of computer software, internet applications, networks and operating systems you will have proven hands-on experience with Citrix XenDesktop installations to help support our growing number of Citrix clients.

Our goal is to build and maintain updated and efficient computer networks to optimize the role of IT within our clients' businesses. You will be working in tandem with account managers, helpdesk technicians and other business solutions technicians to support diverse client environments ranging from 5 to 500 users.

As a Citrix XenDesktop specialist you will also provide input and direction to other team members to help them propose and implement Citrix solutions.

### Responsibilities:


- Proactively monitor client networks, servers, workstations and network infrastructure
- Maintain servers, computers and necessary peripheral devices, including printers, scanners, etc.
- Manage, troubleshoot and configure switches, access points, routers, firewalls and other network infrastructure
- Install and configure software according to industry best practices
- Develop and maintain networks in ways that optimize performance
- Ensure security and privacy of networks and computer systems
- Provide orientation and guidance to users on how to operate new software and computer equipment
- Organize and schedule upgrades and maintenance
- Perform troubleshooting to diagnose and resolve problems
- Maintain records/logs of maintenance, repairs and fixes
- Identify computer or network equipment for replacement, upgrade or decommissioning
- Maintain managed services infrastructure, monitoring tools and systems
- Provide reporting for client sites and make recommendations to help better their IT environment

 1.866.235.4646

 905.524.2001

 [info@netaccess.ca](mailto:info@netaccess.ca)

 [netaccess.ca](http://netaccess.ca)

 21 King St W, Suite 1500  
Hamilton, ON L8P 4W7



**Requirements:**

- Experience with design, installation and configuration of Citrix XenDesktop and Citrix XenApp solutions
- Hands-on knowledge of virtualization, using VMware and/or Citrix XenServer
- Excellent diagnostic and problem solving skills
- Excellent communication ability
- Outstanding organizational and time-management skills
- In depth understanding of diverse computer systems and networks
- Good knowledge of internet security and data privacy principles
- Industry certifications will be a distinct advantage (e.g. Citrix, Cisco, VMware, Microsoft)

Job Type: Full-time

Job Location:


•Predominantly serving clients in the Kitchener/Waterloo/Cambridge area. This position will also involve regular travel to our head office in Hamilton for training, meetings and support tasks as need

 1.866.235.4646

 905.524.2001

 [info@netaccess.ca](mailto:info@netaccess.ca)

 [netaccess.ca](http://netaccess.ca)

 21 King St W, Suite 1500  
Hamilton, ON L8P 4W7