Intermediate IT Support Specialist

About the job
Employment Type: Permanent. Full-time [5 days per week]
Location: Port Coquitlam, BC. Hybrid work option available
Anticipated Start Date: As soon as possible
Salary Range: $55,000 -$75,000
Reporting to: IT Manager

About Real Time Networks
Looking to start your career with an exciting, growing company?

Real Time Networks is a cutting-edge technology company specializing in smart asset management, including intelligent locker systems and key management solutions. Our innovative products streamline workflows, improve security, and drive operational efficiencies for customers across multiple industries, including healthcare, law enforcement, and enterprise organizations.

The opportunity
Are you a tech-savvy problem solver with a passion for helping others? We're looking for an Intermediate IT Support Specialist to join our dynamic team! Reporting to the IT Manager, this role is key in providing day-to-day technical support across the organization, focusing on desktop and end-user support while gradually expanding into basic network administration and systems maintenance. With a strong customer service mindset and troubleshooting skills, you'll ensure the team stays productive and our technology runs smoothly. If you're eager to learn, grow, and make a difference in a collaborative environment, we'd love to hear from you!

Responsibilities:

- **End User Support:** Provide Level 1 and Level 2 support for hardware, software, peripherals, VPN, and connectivity troubleshooting, and maintain end-user devices and applications.
- **Network Support:** Address basic network issues like Wi-Fi and connectivity problems and assist with maintaining network devices such as routers, switches and firewalls.
- **System Administration:** Support servers, cloud-based services (e.g., O365), conduct tests for security and quality control and backups while monitoring system performance and conducting updates.
- **Security & Compliance:** Follow established policies, educate users on cybersecurity best practices, and assist with enforcing IT and data security protocols and compliance.
- **Training and Troubleshooting:** Provide advice, training, and support to end users, ensuring effective problem resolution and improved productivity.
- **Scripting & Maintenance:** Conduct basic scripting tasks and perform routine patching, updates, and system quality checks.
- **Performance Monitoring:** Monitor computer and network systems, ensuring reliability and security and escalate issues when necessary.
- **Training, Troubleshooting & Documentation:** Provide training and advice to end users, resolve technical challenges, and maintain clear documentation of support activities and solutions.
- **Collaboration & Communication:** Work with the IT Manager and stakeholders to implement technology improvements while clearly addressing user needs and resolving IT challenges.
- **Diagnosing Issues**: Able to identify the root cause of hardware failures through testing and inspection. Able to utilize diagnostic tools, software, or built-in system utilities to pinpoint hardware issues.
- **Hardware Repairs:** Replacing or repairing damaged components such as hard drives, motherboards, RAM, or power supplies. Troubleshooting and repairing peripheral devices like printers, scanners, and monitors.

- **Preventive Maintenance:** Conducting routine checks on equipment to prevent unexpected failures. Cleaning internal components such as fans and heat sinks to prevent overheating. Updating firmware or BIOS on machines to ensure compatibility and security.
- **System Upgrades:** Installing and configuring new hardware components (e.g., additional RAM, upgraded CPUs, or new GPUs). Advising on hardware upgrades to improve system performance. Testing newly installed components to confirm compatibility and performance.
- **Technical Documentation:** Keeping detailed logs of repairs and replacements. Documenting system configurations for future reference. Creating user-friendly guides for common troubleshooting steps.

Education & Experience
- Associate or bachelor's degree in information technology, Computer Science, or related field preferred.
- 2-4 years of relevant IT support experience, preferably in a small to mid-sized company.

Technical Skills
- Proficient in Windows OS (Windows 10, 11, Server 2016+), Microsoft O365 Suite (including SharePoint), and basic Active Directory and Office 365 administration.
- Familiarity with macOS, Linux (Ubuntu/Debian), mobile devices (Android/iOS), and virtualization technologies (e.g., VMware, AWS).
- Intermediate understanding of networking (TCP/IP, DNS, DHCP) and experience with hardware like switches, routers, and access points; knowledge of Cisco, Ubiquiti, and Fortinet is a plus.
- Experience with encryption, antivirus, backup solutions, and disaster recovery; SQL database knowledge and ISO 27001/ITIL frameworks are a bonus.
- Strong understanding of computer architecture and peripherals.
- Familiarity with operating systems, firmware, and hardware integration.
- A Detail Oriented mindset able to use Ticket Management Systems and document all troubleshooting and tasks performed (experience with Jira an asset)

Assets
- CompTIA A+, Network+, Security+
- Microsoft Certifications
- AWS Certifications
- Familiarity with **Kaseya VSA** and/or **Jira**

Soft Skills
- Excellent communication and problem-solving abilities, with capability to explain technical concepts to non-technical users.
- Customer-focused mindset with the ability to multitask, prioritize effectively, and follow or improve standardized procedures
- Patient and Calm under pressure

What we offer:
- A competitive salary commensurate with experience and education
- A comprehensive benefits program including extended medical and group insurance.
- RRSP matching and bonus eligibly after probationary period.
- Education Assistance benefits

How to apply
Send your resume and cover letter to contact@realtimenetworks.com indicating **Intermediate IT Support Specialist Ref: 01.2025** in the subject line. We strongly encourage applicants to apply as soon as possible, as we will review resumes and schedule interviews as they arrive. This position will remain open until filled.
Real Time Networks thanks all applicants for their interest and advises that only those selected for an interview will be contacted. No phone calls please

Diversity & Inclusion
RTN is an equal opportunity employer who is committed to an inclusive and diverse workforce, equity in employment and fostering a barrier-free environment.

We strive to include perspectives from those that vary by race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, and disability. If accommodation is required at any point in the recruitment process, please contact a member of our Recruitment Team.