



# TECHNICAL SUPPORT SPECIALIST – INFORMATION TECHNOLOGY (IT) (NOC- 22221)

**Posted by: NORTHLAND PROPERTIES CORPORATION  
O/A NORTHLAND PROPERTIES CORPORATION**

**Location: Vancouver**

**Salary: \$72,800 Per Year**

**Job ID:** YJ4975908

**Posting Date:** 03-Mar-2025

**Expiry Date:** 30-Aug-2025

**Education:** College/CEGEP

**Language:** ENGLISH

**Vacancies:** 1

**Experience:** Fresher (less than 1 year)

**Job Type:** Full Time

## Job Description

**TITLE:** TECHNICAL SUPPORT SPECIALIST – INFORMATION TECHNOLOGY (IT) (NOC- 22221)

**EMPLOYER:** NORTHLAND PROPERTIES CORPORATION O/A NORTHLAND PROPERTIES CORPORATION

**JOB LOCATION:**

310-1755 West Broadway  
Vancouver, BC V6J 4S5

**Salary** \$72,800 annually

**Vacancies** 1 vacancy

**Employment groups:** Youth (Provides awareness training to employees to create a welcoming work environment for youths)

Indigenous people (Provides cultural competency training and/or awareness training to all employees to create a welcoming work environment for Indigenous workers)

Newcomers to Canada (Provides diversity and cross-cultural trainings to create a welcoming work environment for newcomers and/or refugees)

**Terms of employment** Permanent employment, Full time 40 hours / week

**Start date** As soon as possible

**Employment conditions:** Day, Evening, Overtime, Shift, Weekend

**Benefits:**

Extended family Health care, including vision, dental, and Group Life Insurance.

Yearly bonus opportunities.

Retirement Saving Plan (RRSP) after a year of employment.

Flexible schedule, with possibility of hybrid work.

Employee discounts across the Northland-owned hotels and resorts.

25% discount at selected restaurants for up to 6 people.

½ price passes/lift tickets at Grouse Mountain and Revelstoke Mountain Resort for up to 4 people.

Humana Care free mental health support & counselling.

Contribute to a unique construction model focused on teamwork and cooperation.

Be a valued member of a team in an organization with unparalleled opportunities.

Collaborative, friendly working environment with a fun and inclusive culture.

5 days of paid sick leave per year as per BC employment standards.

**Job requirements:****Languages**

English

**Education**

College/CEGEP

**Experience**

Experience an asset

**Work setting**

Head office

**Responsibilities****Tasks**

Give access to computer networks

Report on the performance of computer systems and networks

Respond to users experiencing difficulties with computer

Consult user guides, technical manuals and other documents to research and implement solutions

Provide advice and training to users in response to identified difficulties

Collect, organize and maintain a problems and solutions log for use by other technical support analysts

Participate in the redesign of applications and other software

Supervise other technical support workers in this group

Provide business systems, network and Internet support to users in response to identified difficulties

Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software

Perform Web-server backup and recovery operations

Provide customer service

Manage incidents

Utilized PowerShell scripting to retrieve/update objects from the Active directory as well as to automate program launches and assess specific system parameters during Windows Startup.

Worked with PostgreSQL and SQL Server databases, managing data structures, and ensuring seamless data flow across systems.

Executed a seamless upgrade of the Veeam database, proficiently troubleshooting and rectifying backup, and replication job failures.

Knowledge of Windows Server technologies experience: Active Directory (AD), DFS (Distributed File System (DFS), System Center Configuration Manager (SCCM), Microsoft Exchange Online and Print Services.

Creating and managing the security of distribution groups and mailboxes using Microsoft 365 Admin Center ensuring the right permissions get assigned to the end user.

Experience with applications such as MS Office, G-Suite, and Visual Studio. Top of Form

Bottom of Form

Management in administering and configuring devices for enterprise users via Office 365, Microsoft Intune, PDQ and Azure Active Directory environment.

Drafting clear standard operating procedures for easy reference among colleagues in data recovery operations.

Creating detailed documents to track server warranty expirations for efficient maintenance planning.

Manages the installation of infrastructure components and ensures that all the resources, including cabling, storage spaces, servers, storage, and appliances, are accurately configured.

Formulating firewall policies and defining address objects for traffic filtering, while maintaining robust security measures.

Extensive familiarity with computer networking technologies including TCP/IP, OSI model, routing protocols, IP addressing, DNS, DHCP, LAN, WLAN, VLAN, VPN, encryption, SSL, and network security.

An adequate knowledge of object-oriented language programming like Python and PHP.

Managing QNAP and enabling SSD cache acceleration to improve performance for IOPS-demanding applications.

Skillfully managed and delegated Freshdesk IT tickets among team members, resulting in a remarkable 60% reduction in ticket resolution time.

Trained backup support staff and optimized to improve overall support through knowledge sharing.

Integration with strategic company objectives with technological innovation goals.

Proficient in Cisco Systems Manager for centralized management of Meraki switches, access points, and device enrollment, with expertise in implementing firmware updates, security policies, and compliance enforcement.

Communicate electronically and in person with computer users experiencing difficulties to determine and document problems experienced.

Consult user guides, technical manuals and other documents to research and implement solutions.

Reproduce, diagnose and resolve technical problems encountered by users.

Provide advice and training to users in response to identified difficulties.

Provide business systems, network and Internet support to users in response to identified difficulties.

Collect, organize and maintain a problems and solutions log for use by other technical support analysts.

Participate in the redesign of applications and other software.

May supervise other technical support workers in this group

**Experience and specialization**

**Computer and technology knowledge**

Networking software

Servers

Desktop applications

Database software

MS Office

SQL

**Additional information**

**Transportation/travel information**

Public transportation is available

**Personal suitability**

Accurate

Client focus

Organized

Team player

**Who can apply to this job?**

**The employer accepts applications from:**

Canadian citizens and permanent or temporary residents of Canada.

Other candidates with or without a valid Canadian work permit.

**How to apply**

**By email**

[fnasimi@northland.ca](mailto:fnasimi@northland.ca)

To apply for this job vacancy, please send your resume along with a cover letter and a reference letter from your previous employer to the following email: [fnasimi@northland.ca](mailto:fnasimi@northland.ca)

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