TekSavvy

"LET US CHANGE YOUR UNIVERSE. WORK FOR TEKSAVVY.

"APPLICATION SUPPORT SPECIALIST

LOCATION
Gatineau, QC or Chatham, ON

WHAT YOU CAN EXPECT FROM US

Ongoing commitment to employee development and career path
Competitive salary ranges
Competitive benefits program (vision, medical, healthcare)
Modern facility and work environment
Lunch & lounge area—free snacks and beverages
Parking available—easy access to public transportation

YOUR ROLE

- Deploy both custom code as well as packaged software to production environments with an emphasis on minimizing business impact and risk.
- Work closely with development staff to identify security and infrastructure concerns early in the application design process.
- Work with QA to create replicas of production environments in testing/QA/Preproduction environments to support full application testing.
- Work with both the QA and R&D teams to fine-tune deployment documentation and procedures.
- Configure and maintain monitoring systems after deployments to ensure that responsible parties are notified on all application failures.
- Assist R&D staff in troubleshooting production application failures and provide log output and diagnostic information where needed.
- Work with System Administrators to ensure infrastructure is configured as needed and applications are protected to ensure maximum uptime as well as assist in deploying infrastructure where appropriate.
- Work closely with Data Architects to ensure that database systems, schemas and security are configured optimally.
- Maintain and enhance automation software used to quickly deploy test/development infrastructure.
- Coordinate with Desktop Support team to ensure that client side updates are performed with minimum disruption and maximum efficiency.
- Work with Network Operations to ensure connectivity between systems is established in a safe and reliable manner.
- Create and maintain quarterly benchmarks on system performance of production applications and infrastructure.
- Create, review and update full documentation on production systems.

ROLE TYPE
Full time

EXPECTED START DATE
As Soon As Possible

WHAT WE EXPECT OF YOU

As a member of the Corporate Systems Department, the Application Support Specialist will be primarily responsible for installation, deployment and maintenance of the various technologies used to provide services within TekSavvy.

MUST HAVES

- Expert Knowledge of Microsoft Windows including the use of HyperV
- Microsoft MCSA or MCSE Certified or the ability to do so within the first 12 months of employment
- Ability to install, deploy and troubleshoot issues relating to various Microsoft Applications including SQL Server, Lync, Exchange, Sharepoint, Dynamics, etc.
- Excellent understanding of Powershell
- Ability to maintain and expand Solarwinds Orion Network Performance Monitor and Server & Application Monitor
- Ability to create project plans for new application deployments as well as major upgrades/enhancements
- After hours and on call rotation to support critical infrastructure/application upgrades and respond to critical application outages.
- Excellent understanding of IPv4 and IPv6 networking and related protocols (DHCP, DNS, etc)

COMPANY SUMMARY

TekSavvy's foundation is to provide all Canadians with the best options without artificial limits. By challenging the status quo, and creatively disrupting the market, TekSavvy is dedicated to becoming Canada's leader in telecommunications. TekSavvy's roots are and will always remain 100% Canadian and our customers' satisfaction is the priority.   As such, we will take all measures needed to provide the best customer experience possible.

At TekSavvy we strive to provide our employees with a positive work environment and competitive employment benefits. Opportunity for growth. A refreshing corporate culture. Great Benefits.

See why we're named the **2015 Canadian Telecommunications Employer of Choice!**

We're very proud to be recognized by **Canadian Business Magazine Profit 100** as one of Canada's fastest growing companies in 2008, 2009 & 2011.

We have been awarded the **Now Magazine Best of Toronto** in the ISP sector for 2012, 2013 & 2014. Find out why!

HELP US MAKE A DIFFERENCE. APPLY TODAY.

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WE'RE DIFFERENT. IN A GOOD WAY.