

Business IT Services Technician

Reference: MO-BIS-17

Mighty Oaks is accepting up to two more team members for our Business Information Technology (IT) Services team to work as one of our peers/partners. Client-oriented Business IT one-person company professionals with fifteen years of IT experience who live and have existing clients in BC's Capital Regional District (CRD) should consider applying.

1) The Candidate:

The candidate provides Business IT Services primarily in the Microsoft, and as needed in the Linux, Apple, and Google domains, to businesses and non-profit organizations. They have been servicing their multiple client organizations as an outsourced IT technician. The candidate would like to improve proactive, reactive, project, general support, and the overall value to their client base, while ensuring their own quality of life. Improved long-term focused customer service through having exceptional peers for coverage, as well as other qualified resources and tools at their disposal.

The candidate has the following characteristics:

- High customer retention and satisfaction
 - Mighty Oaks will require at least five customer references from existing clients
- Has a partial or full client load of Business IT services work from current clients
- Performs work locally (no move) from CRD, and performs local CRD client work
- One person company that no longer wants to have to do everything
- Been doing work in this way for their clients for five, or more, years
- Have fifteen, or more, years of industry IT experience
- Wants to keep doing this work for the long-term, while meeting their clients' ongoing needs
- Wants to service their clients, under their direction, through the Mighty Oaks team
- Wants to work for the premiere long-term, customer focused Business & IT Services peer/partnership incorporated company on Vancouver Island in a flex-time environment.

They will be an employee who maintains their service and client relationships, and has a huge amount of other resources at their fingertips including:

- Qualified Exceptional Peers, such as themselves, for review/consultation and backup
- Highly Competitive base salary, pay-for-performance flex-time, and profit sharing
- Great benefits plan (after probation)
- Training (business case driven)
- 24x7 two person staffed helpdesk, primary/backup rotation through team by all technicians
- Invoicing, admin parts of quoting, supplier relationships, channel mgmt, marketing, large sale management, RFPs, large project management, legal, HR, general admin, accounting, etc
- Technical/work backup for this person so that they are able to go on vacation/sick leave
- Business processes that enable people to lead a great quality of life, while still meeting their clients' needs, and staying on top of the industry

The candidate will maintain the account management relationship, and utilize other corporate resources, including other team member coverage for your clients. The candidate will appreciate our commitment and passionate focus that we apply to your customers' long-term service. You will maintain your current relationship of Business IT Services Technician (role defined below), and primary Account Manager, for your clients.

2) Work Overview:

The work consists of performing the Business IT Services Technician service work for your clients that you bring with you, as well as assisting Mighty Oaks with our current client base work. Our Business IT Service professionals are full account managers for their small business clients, as well as the business client's main technician, technical architect, project manager, document writer, and overall contact.

Duties will be mainly performed at the head office in Victoria BC, or physically at client sites mainly through the Vancouver Island Capital Region District (CRD) when remote work is not possible. Travel and work out of the CRD is not routine, but may be required from time to time. The work includes the work the candidate does for their current clients, and is not limited to the following:

- Act as the primary account manager/technician for your business clients
- Architect/key decision maker for your clients' business needs, IT infrastructure, and future
- Assist clients with long-term IT planning and budgeting
- Provide excellent and friendly customer service
- Handle IT support issues for our business client base
- Document and maintain each client's specific infrastructure, on an ongoing basis
- Work with clients directly to create business solutions, for long-term relationships
- Conducts end-user training, as needed, for all work and supported services
- Provide IT expertise and skills, ensuring the company is continually run more effectively
- Explain technology problems in business terms to the level needed by each client
- Work with both computer hardware and software, as needed
- Provide technical server-side expertise
- Provide 24x7 Technical support for the entire client base, when on support rotation
- Assist team members with their work
- Manage team members work for your clients
- Find new clients, billable work, create quotes, and close sales as needed
- Ensure the Business IT Services team is providing optimal long-term IT solutions
- Upgrade your IT skills and knowledge as needed to the benefit of yourself, your team, your company, and your clients

3) Mandatory General Skills/Background:

- Excellent analytical skills
- Excellent written, grammar, and spoken skills
- Excellent presentation skills
- Motivated, positive, focused, professional, friendly, and results-oriented (e.g. Can-Do attitude)
- Business Focused
- Self-starter, self-managed, and always follows through
- Works effectively by one's self
- Works effectively in small project teams, as needed
- Must be bondable, and pass police record checks
- Conducts end-user training, as needed, for all work and supported services
- Documentation of each client's specific infrastructure, on an ongoing basis
- Reliable car, and cell phone capable of receiving SMS messages

4) Mandatory Technical Skills/Background:

- Ability to quickly learn various IT infrastructures for backup support purposes
- Fifteen years of providing IT outsourcing service to varied and multiple business clients
- Fifteen years of experience in providing on-call remote, on-site, and off-hours 24x7 support
- Fifteen years of broad experience in troubleshooting technical problems, determining causes and following up with appropriate remedial actions
- Fifteen years of experience designing, installing, maintaining, hosting, and supporting Enterprise services including networks (IP, WIFI/Wireless, etc), servers, workstations, and 3rd party software
- Fifteen years of solid experience in installing and supporting Internet, e-mail (Outlook), general anti-virus software, firewalls, DNS, scripts, etc
- Ten years of solid server side experience

5) Optional Skills/Background:

- Cisco Certification with three years experience with Cisco firewalls, switches, wireless
- Microsoft Certifications
- Exchange Certification and two years of Exchange Server management experience
- Three years of experience in providing Business co-location IT infrastructure services
- Five years of Data Storage sales, management, and support experience
- SQL Server installation, management, and support experience
- SharePoint installations, management, and support experience
- Conducted security audits and implemented security recommendations
- Experience in administrating and supporting Linux servers and systems
- Experience in VMware, Bare Metal, and Virtualization of Desktops and Servers
- Microsoft CRM Certifications, and related installation, training, and support experience

6) Application Process:

If you are looking for challenging work with a business-focused and long-term customer-oriented partnership of exceptional peers, please submit your application, referencing MO-BIS-17 in the subject line, to the Business Manager (Paul Weyer at paul.weyer@mightyoaks.com).

In your application, please sign-off, with short point-form responses, to all points in all sections (candidate section, work overview section, both mandatory sections, and the optional section).

We have room for up to two additional peer/partners, as we operate in a flat structure and will likely not be increasing our operational overhead costs.

Potential candidates will be required to pass rigorous evaluations. We are an operating peer-partnership and we have an involved hiring process that matches our business model.

Mighty Oaks offers an open work environment that is friendly, challenging, and client-focused.

Thanks for your interest in working with Mighty Oaks.

About Mighty Oaks

Mighty Oaks is a customer service focused Vancouver Island based company with a wealth of practical experience supporting general Information Technology (IT) software and systems, for clients across Vancouver Island, BC, and North America. Our clients are our long-term business partners. We work with our clients in engagements that have meaningful, long-term, and community oriented impact.