



APPLICATIONS ON NETWORKS | 675 KING STREET WEST, SUITE 305 | TORONTO, ON M5V 1M9 | 416.362.8867 | WWW.APPSONNET.COM

Help Desk Team Lead

We are a dynamic and growing IT services company, founded in 2004. We offer expertise in public, private and hybrid cloud solutions, computing infrastructure monitoring and maintenance, and 24/7 end user support. We work with small and mid-sized organizations across all industries in the GTA.

Definition of Role

The Help Desk Team Lead oversees the technical support team and ensures that clients are receiving timely and appropriate assistance. This includes the responsibility of managing all procedures related to the identification, prioritization, and resolution of support and project requests, including the monitoring, tracking, and coordination of Help Desk functions. The Help Desk Team Lead will also contribute to problem resolution by giving in-person, hands-on support to clients.

Supervisory duties include determining personnel requirements, setting schedules and insuring that those under their direction have adequate resources to complete their jobs.

- Creates and maintains documentation, escalation procedures and ensures service levels are maintained.
- Has responsibility to document, track, and monitor problems to ensure resolution in a timely manner.
- Validates and coordinates the work of others on a support team.
- Suggests and brings about improvements to process, is a knowledge resource for other team members.
- Has some authority for staff actions.

Day-to-day operations also include identifying, researching, and troubleshooting technical problems, answering telephones, communicating with clients, diagnosing hardware and software malfunctions, replacing hardware and installing new software on clients' machines.



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Key Responsibilities

Your primary role will be to supervise the Help Desk and overseeing and participating with a team of Tier-1 & Tier-2 personnel providing help desk and project related work for Appsonnet and its clients. Additional tasks will include:

- Responding to phone calls, emails, and support tickets from customers
- Monitoring managed customer equipment
- Taking the lead on project work
- Managing & monitoring the ticketing system queue
- Providing remote troubleshooting and onsite troubleshooting as required
- Performing administrative tasks and troubleshooting for managed services such as managed servers, firewall, VPN, desktop clients and backups.
- Reviewing and analyzing logs such as security and maintenance log files
- Escalating to next level technical/vendor support as needed
- Proactively contacting customers when critical events occur
- Staying current with technology through use of lab equipment, peer discussion, reference materials and online resources
- Producing documentation and maintain the same
- Participation in projects as required
- Some physical work/lifting is required
- Rotating on-call pager coverage is required. Schedules are mutually agreed upon, and can change in keeping with business needs
- Travel to customer sites is required
- When required, the candidate may be required to work late hours



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Requirements

- Minimum of 7-10 years of progressive technology services with **hands on** experience in IT services, IT infrastructure and/or security services, cloud services or similar.
- 4 years of experience with Windows Server 2003/2008/2012/2016 and Windows Desktop 7,8,10 Admin
- Hands-on experience with VMWare and Hyper-V
- Experience with various firewalls – CISCO, Fortigate, SonicWall etc.
- Understanding of Internet Services, DNS, Bind, SMTP-mail servers, Web-Hosting, VPN, SAN
- A good understanding of TCP/IP and general networking and systems security
- Strong verbal and written communication skills
- Excellent customer service skills in person, over the telephone and via email communication.
- Strong time management skills, the ability to work independently and prioritize work.
- Must pass an “all clear” background check completed once offer is extended.
- Must have a valid and clean Canadian driver’s license.
- Demonstrated progressive track record building / managing technical team.
- Self-motivated and goal-oriented

We will offer the right candidate a generous competitive base salary along with bonus opportunity, a flexible benefits plan, a collegial open concept work environment, and pizza Fridays. We are easy to get to, located in downtown Toronto on the subway line. If you qualify, we look forward to meeting to discuss your potential career with our company.