

Field Support Technician



Scout started in 2003 in a basement, because three techs believed that they could provide better IT service aboveground. Now, Scout is a strong, growing provider of outsourced IT and Telephony services and support based in the Lower Mainland. We even have a real office. Our purpose is to utilize technology to simplify lives, both for our clients and our team, so we are constantly learning and growing to best serve our clients. No two days are the same and we love it! We have a great team of amazing people, all committed to supporting each other, doing things well and having fun at the same time.

We're looking for a Field Support Technician who geeks out on hardware, but likes to get out from behind their computer. Someone who is organized and cares about details, but can also adapt when things don't go according to plan. The Field Support Technician's primary role is to work closely with our clients to deploy and support their technology, while ensuring Scout standards and customer satisfaction are maintained.

What does that look like?

- Deploying hardware at supported client sites, ensuring that Scout standards are maintained
- Working with clients to successfully transition them to new hardware
- Troubleshooting hardware, software, systems and network issues
- Working support tickets based on schedule and SLA, escalating when necessary
- Server Technologies that you would be supporting include Office365, Active Directory & Microsoft Exchange

What do we look for?

- A Scout culture fit. We're looking for servant leaders with excellent interpersonal skills
- Hands on experience deploying and troubleshooting hardware issues
- You like people and can maintain professional composure in stressful or unfamiliar situations
- Excellent spoken and written communication skills – ability to translate technical information into user-friendly terms in person and over the phone
- Troubleshooting ability and big picture awareness. Able to research independently
- Highly self-motivated and proactive, with excellent time management skills and commitment to personal development
- Collaborative team players
- MSP/Helpdesk experience in mixed PC & Mac IT environments an asset
- CompTIA A+ Microsoft certifications an asset

What are the benefits of working at Scout?

- Automated coffee machine and fridge full of delicious drinks
- Supportive co-workers who want to help you succeed, and constantly changing tech
- Regular team events, including pizza lunches, monthly pub nights and quarterly team events
- Free gym in the building
- Respectful team environment
- Job development fund, along with ongoing opportunities to learn from the wealth of in-house experience