

Network Administrator



Scout is a strong, growing provider of outsourced IT and Telephony services and support based in the Lower Mainland. 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 wonderful team of amazing people, committed to supporting each other, doing things well and having fun at the same time. As part of that, we have a hybrid WFH approach, seeking to balance the developmental and relational benefits of being in the office with those of working from home.

We are looking for a Network Administrator who works hard and smart. Someone who wants to know how things work, enjoys solving problems and who has experience handling technical escalations. The Network Administrator's primary role is to work closely with our team and clients to support and maintain their technology, while ensuring SLAs and customer satisfaction are maintained.

What does that look like?

- Providing friendly and professional support to our clients, primarily remote, but also onsite
- Troubleshooting hardware, software, systems, and network issues
- Continuing to learn about new technologies, and troubleshooting techniques
- Increasing collective team knowledge and being a subject matter expert or resource to others
- Acting as an escalation point for Service Team to assist in resolving complex issues
- Identifying big picture improvements for clients and Scout, and collaborating to engineer and implement solutions
- Being part of on call rotation

What we are looking for:

- A Scout culture fit. A servant leader, who works well with others
- 3 years' experience in a Network Administrator role or equivalent
- Fluent written and spoken English, with excellent customer service skills
- Collaborative team players, with experience handling escalations and building team knowledge
- Someone who is always looking for wireless access points in public places and who re-subnetted their home network so there is wireless in the closet
- Someone who creates IPsec and SSL VPN tunnels for breakfast and reads Wireshark logs instead of the newspaper
- In-depth understanding of VLANs and how to route between subnets
- A Valid BC Driver's license with a clean driving record
- Network +, CCNA an asset

We know that you are more than just your networking skills, so here at Scout we also want our Network Administrators to have:

- Knowledge of SIP protocols (2 Years)
- Experience supporting VOIP phone systems (1 Year)

- Experience setting up and deploying Windows Server 2016 and higher (2 years)
- Experience administrating Microsoft Exchange On-Premise (2 years)
- Troubleshooting experience with desktop operating systems (Windows 10 & 11) (3 years)
- Microsoft MTA or equivalent certification. MCSA or MCSE an asset

What will set you apart:

- Past MSP experience supporting multiple clients
- Experience administrating Microsoft's Ecosystem (Exchange Online, Teams, SharePoint, OneDrive, etc.), including Azure
- Experience with Scout's technology stack of Dell Servers, SonicWALL Firewalls, HP Layer 3 switching, Ubiquiti APs and Switches

What are the benefits of working at Scout?

- Collaborative team environment with supportive co-workers who want to help you succeed
- Customized development plans, tuition reimbursement, along with a wealth of in-house experience to learn from
- A wide variety of clients and technologies to keep things interesting and provide ongoing growth opportunities
- Monthly company events, including regular pub nights, quarterly outings, and LAN nights
- Staff driven employee recognition and reward platform
- Free gym in the building
- Automated coffee machine and fridge full of delicious drinks
- Flexible working location