Senior IT Technician

Location: South Okanagan, BC (Hybrid – On-site & Remote)
Position Type: Full-Time
Salary Range: $70,000 – $85,000 (based on experience)

About Red Raven Technology Solutions

Red Raven Technology Solutions is a growing managed IT services provider supporting small and medium businesses throughout the South Okanagan. We focus on practical, secure, and well-designed technology solutions — and on doing things right the first time.

We're not a large corporate MSP, and we're intentionally keeping it that way. We care about quality over volume, relationships over churn, and building reliable systems that meet the unique needs of each client. Right now, we're at a stage where foundations matter — and the right senior technician will have real influence over how those foundations are built.

If you enjoy solving meaningful problems, working directly with clients, and having a genuine say in how an IT business grows, you'll feel at home here.

The Role

This is a senior, hands-on technical role for someone who knows their way around real-world IT environments and doesn't need a script to do good work.

You'll be trusted to make sound technical decisions, work independently, and help raise the standard of service we provide. This role blends advanced troubleshooting, onsite project work, and thoughtful improvements to how we do things internally.

In short: you won't just be closing tickets — you'll be helping to shape how the company operates as it grows.

Key Responsibilities

- Provide Tier 2–3 technical support to a diverse client base via remote tools and onsite visits
- Troubleshoot and resolve complex issues involving:
  – Windows workstations and servers
  – Microsoft 365, Active Directory / Entra ID, and cloud services
  – Networking (LAN/WAN, firewalls, VPNs, switching, Wi-Fi)
  – Backup, recovery, and business continuity systems
- Perform onsite installations and upgrades, including servers, networking equipment, and workstations
- Participate in IT projects such as migrations, infrastructure refreshes, and security improvements
- Create and maintain clear, accurate documentation for client environments and internal processes
- Communicate professionally with clients and ensure work is completed thoroughly and correctly

As a senior member of the technical team, you will also:

- Help establish and improve internal standards, documentation, and workflows
- Contribute to technical decision-making and solution design
- Identify better ways of doing things — and actually have the opportunity to implement them

Experience & Qualifications

Required:

- 4+ years of hands-on IT support experience
- Prior experience in a Managed Service Provider (MSP) or multi-client environment
- Ability to work independently, manage priorities, and think a few steps ahead

Technical experience should include most of the following:

- Windows 10/11 and Windows Server environments
- Microsoft 365 (Exchange Online, SharePoint, Teams, OneDrive)
- Active Directory / Entra ID, Group Policy, permissions
- Networking fundamentals: TCP/IP, DNS, DHCP, VLANs, VPNs, firewalls
- Backup and recovery solutions and test re-stores
- Virtualization platforms (VMware or Hyper-V)
- RMM and PSA tools

Certifications are considered an asset, but they're not the focus here. Practical experience, good judgment, and solid work ethic matter.

What We're Looking For

- A senior-level technician who takes pride in doing things right
- Someone who enjoys building, refining, and improving systems — not just maintaining them
- A calm, methodical problem-solver who can handle complexity without panic
- Strong communication skills with both technical and non-technical clients
- A professional with a strong technical foundation and the ability to learn and adapt to changing technologies

What We Offer

- Competitive salary: $70,000 – $85,000, based on experience
- Benefits package
- Mileage reimbursement for onsite work
- A high-trust environment with real autonomy
- Direct input into how systems, standards, and processes are built
- The opportunity to grow alongside the company and help shape its future

How to Apply

If this sounds like the kind of role you've been looking for, we'd like to hear from you.
Please submit your resume and a brief cover letter outlining your experience and why you're interested in joining Red Raven Technology Solutions to **careers@raventech.ca**.