

## Job Description

**Job Title:** Senior Remote Services Consultant  
**Location:** Waterloo, Ontario or Winnipeg, Manitoba

### Opportunity

Are you interested in coming to work every day knowing that your contribution will help not-for-profit organizations achieve their goals and make a real difference in the world? PeaceWorks Technology Solutions is looking for a fulltime Senior Remote Services Consultant to join their team to help fulfil that mission. The position is available in either the Waterloo or the Winnipeg office.

The Senior Remote Services Consultant is responsible for overseeing the operations of PeaceWorks' hosting services. This position is responsible for ensuring that our cloud-hosted services are available and efficient, in addition to participating in planning for adding, removing, upgrading, and maintaining services. PeaceWorks hosting is a 24/7 service, and the team is required to respond to after-hours events. The Senior Remote Services Consultant must have a solid and proven track record in technology consulting and be a confident and capable communicator as well as a knowledgeable expert in Web and email technologies.

### Specific responsibilities of the position include:

- Service delivery and maintenance:
  - Monitoring performance of services to detect potential problems or resource shortages, including:
    - Planning for server capacity.
    - Maintaining up-to-date server software and participating in the selection of software and infrastructure resources.
    - Acting as a backup and escalation point for providing client support.
    - On-call rotation for after-hours emergencies.
- Coordination and communication
  - Ensuring clients experience positive interactions with the Remote Services staff.
  - Prompt communications with clients and coordination of efforts during unscheduled outages.
  - Working with and mentoring junior staff.
  - Managing multiple, simultaneous projects:
    - Assigning tasks to team members.
    - Supporting team members to ensure on target delivery of tasks and projects.
    - Communicating and negotiating with stakeholders.
    - Balancing priorities and deadlines
    - Adjusting schedule and tasks when unforeseen circumstances arise.
  - Working with internal teams, including:
    - Liaising with Infrastructure Services (I.S.) and Development Services managers.

- Providing support to the Web Development team.
- Contributing technical knowledge to assist the I.S. Team.
- Coordinating with appropriate stakeholders when clients purchase a range of our comprehensive IT offerings.

## Skills / Requirements

- A minimum of 8 years' experience in the information systems industry.
- Demonstrated ability to maintain Linux systems.
- Excellent communication skills, both verbal and written.
- Working knowledge of web and email technologies and server software, for example:
  - Apache
  - cPanel/WHM
  - Postfix
  - Exim
  - Zimbra
  - MySQL
  - Iptables
  - TCP/IP
  - HTTP/S
  - DNS
  - PHP
  - Network monitoring software (e.g., OpenNMS)
  - Familiarity with security best practices in a Linux / web environment.
- Demonstrated ability to review budget and pricing and oversee the billing process.
- Regular reviews of PeaceWorks' service offerings for relevance to our clients' needs and for integration with other lines of business.
- The individual must be comfortable with a variety of tasks, ranging from server creation and cloud-based virtual machine reconfiguration to system problem diagnosis.
- Comfortable working directly with clients and meeting service level targets.
- A valid driver's licence and use of a reliable, personal vehicle.
- Some lifting and carrying of equipment is necessary.

## Additional Qualifications

The following additional skills or qualifications would be an asset:

- Post-secondary education in Computer Science or Information Technology, or equivalent experience.
- Experience leading small teams.
- Experience communicating IT issues to the public and/or the not-for-profit sector.
- Previous Linux experience.
- Previous consulting or technical sales experience.
- Courses in networking and/or system administration.

## About PeaceWorks

PeaceWorks Technology Solutions provides first-rate services and technology solutions that enable organizations to achieve their mission with increased ease and efficiency. We begin with genuine client-focused relationships, connecting client needs with sustainable and reliable technology solutions. PeaceWorks offers a complete suite of solutions including strategic planning, custom development services, CRM technologies, cloud computing, websites, network implementation, maintenance, and support.

PeaceWorks technology solutions is backed by skilled employees and supported by a diverse team of technical consultants. Our end-to-end solutions have made PeaceWorks the perfect choice for hundreds of not-for-profit and for-profit business clients for over 20 years.

## Application Process

Please send your resume and cover letter to: **[careers@peaceworks.ca](mailto:careers@peaceworks.ca)**. Your confidential application will be reviewed promptly by the interview team. We thank all applicants for their interest in the opportunity; however only those applicants selected for an interview will be contacted.

**Please note:** PeaceWorks has numerous clients who support vulnerable sector groups within the community. Therefore, the successful applicant may be required to complete a Criminal Record Check or similar record check upon hire.

PeaceWorks is an equal opportunity employer and does not discriminate against any employee or applicant based on race, colour, religion, sex, place of origin, ancestry, age, ethnic origin, sexual orientation, citizenship, creed, family status, disability, or marital status. PeaceWorks believes in the dignity and worth of all individuals and promotes inclusivity and accessibility in our business practices. If applicants require accommodation during the hiring process, please contact **[hr@peaceworks.ca](mailto:hr@peaceworks.ca)**.