Computer Network Technician

About Epic Investment Services

At Epic Investment Services, we're shaping meaningful careers in real estate by creating opportunities for growth, innovation, and development. Our EPIC values - Execute, Partner, Initiate, Challenge - guide how we collaborate, innovate, and support each other and our clients. Through our "Always On" promise, we think like owners, act with accountability, and care deeply about the communities we serve.

When you join Epic, you're empowered to do the best work of your career in a culture that truly invests in you. We lead with a people-first mindset: one that celebrates wins, supports growth, and encourages every team member to bring their full potential to the table. Recognized as a Certified Great Place to Work® for two consecutive years, we're cultivating an environment where excellence is supported and contributions are valued. We take a home-grown approach to career development, investing in our people through comprehensive benefits, continuous learning, and opportunities that open doors to new responsibilities and leadership paths.

Epic is a fully integrated real estate management platform, where we deliver asset, investment, and property management services to institutional investors, wealth managers, and high-net-worth clients across North America. Headquartered in Toronto, Epic manages over $14 billion in assets across Canada and the U.S., encompassing more than 26 million square feet of office, retail, industrial, and multi-family residential properties. As we continue to grow, so do the opportunities for our people—come build what's next with Epic.

About the Role

As a Computer Network Technician, you will play a critical role in ensuring the smooth operation of our company's technology infrastructure. Working under the direction of our IT Director and as part of an energetic, enthusiastic, and collaborative team, you will provide technical support to our users across Canada, as well as external consultants and service providers. This is a hands-on Level 2 role with working-lead responsibilities, serving as the first escalation point for complex support issues, helping coordinate day-to-day priorities, coaching team members, and owning assigned work through resolution. You will receive the knowledge and experience to continue developing the skills you need to build an exciting IT career in real estate. We are seeking a candidate with IT support experience who is innovative, motivated, and interested in a fast-paced environment. This is a primarily onsite role with standard hours of 8:30 a.m. to 5:00 p.m., Monday to Friday, for a 40-hour workweek.

Responsibilities:

- Network & Systems Administration: Maintain, troubleshoot, and administer local area networks (LANs), wide area networks (WANs), corporate workstations, cloud connections, and network peripheral equipment to ensure optimal uptime.
- Infrastructure Operations & Deployment: Evaluate, configure, install, and optimize network hardware, operating systems, networking software, and enterprise server applications across corporate infrastructure.
- Network Monitoring & Performance Optimization: Utilize approved network monitoring tools to track system performance, analyze network traffic, manage bandwidth allocation, and coordinate access privileges across the corporate domain.

- Data Integrity & Disaster Recovery: Establish and execute routine data backup protocols and lead disaster recovery operations to safeguard business continuity and infrastructure integrity.
- Security & Quality Control: Conduct regular system tests, administer security configurations, and implement quality controls using Microsoft Defender XDR and Barracuda to mitigate infrastructure vulnerabilities and phishing risks.
- Technical Architecture Lead: Act as the Tier 2 escalation lead for complex infrastructure incidents; coordinate technical workflows, track SLA risks, manage queue priorities, and escalate capacity constraints or delivery risks to the IT Director.
- Cloud & Identity Access Management: Administer corporate directory services, user access controls, and cloud infrastructure permissions utilizing Microsoft 365, Microsoft Azure, and Entra ID.
- Unified Endpoint Management: Develop, test, package, and deploy device policies and software packages across enterprise Windows and Apple environments using Microsoft Intune.
- Environment Automation: Develop shell scripts and basic automation routines to streamline system processes, minimize repetitive manual configurations, and enhance network operations.
- Infrastructure Security Compliance: Enforce network security frameworks and change-management policies (including ITIL, NIST, and ISO27001), ensuring all infrastructure modifications follow strict approval workflows.
- Asset Lifecycle Management: Manage the technical lifecycle of all hardware assets across national sites, overseeing provisioning, configuration tracking, inventory audits, and data-sanitized decommissioning.
- Technical Documentation: Author, update, and review technical runbooks, disaster recovery plans, knowledge base architectures, and network topology documentation.
- Project & Vendor Management: Lead technical coordination for infrastructure projects, manage project milestones, review third-party Managed Service Provider (MSP) deliverables, and flag scope or technical billing discrepancies to leadership.
- After-Hours Incident Command: Lead after-hours emergency operations, planned infrastructure maintenance, power shutdowns, and urgent endpoint security containment actions while maintaining accountability for remediation outcomes.

Requirements:

- Qualifications for this role include a bachelor's degree in computer science, Information Technology or related field, equivalent college diploma in IT/Network related field, relevant work experience, or relevant certifications.
- 3-5 years of experience in a related IT analyst role, including hands-on Level 2 troubleshooting and independent ownership of issues through resolution.
- Strong knowledge of Microsoft Windows 10/11, Microsoft 365 Suite, Microsoft Azure, Entra ID, SharePoint, OneDrive, Teams and Microsoft Server Technology.
- Understanding of TCP/IP, DNS, DHCP, WAN, LAN, Wi-Fi, VPN and Firewall Technologies.
- Experience working with IT support ticketing systems and managing incidents, service requests, priorities, owners and user updates through closure.
- Strong IT service management background and proven ability to apply the ITIL framework, including clear documentation and approved change records.
- Hands-on experience packaging, assigning, deploying, monitoring and troubleshooting Windows applications and device policies through Microsoft Intune.
- Hands-on experience with Microsoft Defender for Endpoint and Defender XDR, including investigating alerts, reviewing device timelines, assessing risk and exposure, validating endpoint protection health and completing approved remediation actions.
- Excellent written and verbal communication skills, with the judgment and readiness to act as a Level 2 escalation point, help coordinate daily priorities and coach peers on troubleshooting. This role does not include formal people-management responsibility.

- Strong work ethic, flexibility, organizational and time management skills with the ability to prioritize workload based on urgency, impact and other business factors; able to work independently with little supervision, with strong attention to detail; and a strong team player and collaborator with a self-starter attitude coupled with strong technical acumen.
- Ability to occasionally lift or move IT equipment weighing up to 50 lb.
- Relevant certifications such as CompTIA A+, ITIL Foundation, and Microsoft Certified: Modern Desktop Administrator Associate or an equivalent current Microsoft endpoint certification are desirable. At the time of application, candidates must indicate in their submitted CV/resume whether they hold a valid driver's license and whether they have reliable access to a vehicle for occasional travel to Epic sites when required. A valid driver's license and access to a vehicle are preferred but not required.
- Experience with one or more of the following is an asset: NinjaOne or a comparable RMM platform; SolarWinds Service Desk/Samanage or a comparable ITSM platform; Cisco Meraki, WatchGuard or comparable network/security platforms; practical PowerShell; or responsible use of approved AI tools such as ChatGPT, Claude or Microsoft Copilot for troubleshooting, scripting, documentation or ticket summaries. AI outputs must be validated and company or client information handled in accordance with policy.

Expected Compensation Range:

The expected annual base salary range for this position is $65,000 – $85,000 CAD. The actual salary offered will depend on a variety of factors, including the candidate's experience, education, skills, and market conditions, while ensuring internal equity. In addition to base salary, Epic offers a competitive total rewards package that may include discretionary performance-based incentives, comprehensive extended group benefits, retirement savings programs, and paid time off.

How to Apply:

Qualified applicants may e-mail their cover letter and current resume to careers@epicis.com indicating **"Computer Network Technician"** in the subject line.
Epic Investment Services is committed to diversity, equity, inclusion, and is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to ethnicity, age, religion, race, gender identity, physical ability, or sexual orientation, or any other elements protected by law. Epic Investment Services is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment. For all internal and external applicants who require accommodation in the recruitment and selection process, please contact accessibility.request@epicis.com for assistance/support.
We sincerely appreciate the interest of all applicants, however only those selected for an interview will be contacted. **No telephone calls or Agencies please**.
Visit our website at www.epicinvestmentservices.com for further company details