



Job Description: Field Service Lead

Position: Field Service Lead

Department: Operations

Reports To: IT Support Manager

Location: Vancouver, BC (On-site)

Employment Type: Full-time

Position Overview

The Field Service Lead oversees Hosted Advantage's on-site IT and data center operations, leading field technicians to ensure timely resolution of incidents and service requests within SLAs. This role combines hands-on technical work such as hardware installation, troubleshooting, and maintenance with team coordination, task prioritization, and escalation management. The position also ensures infrastructure monitoring, accurate documentation, and adherence to operational standards, while collaborating with internal teams to maintain system reliability and customer satisfaction.

Key Responsibilities:

Ticket Management:

- Acts as the primary point of contact for IT support, resolving basic hardware, software, and networking issues via phone, email, or portal.
- Handling basic break/fix issues and fulfilling service requests within required service level agreements

Monitoring:

- Continuous surveillance of environmental conditions (temperature, humidity), power systems, and Infrastructure health.



Physical Operations:

- "Rack and stack" duties, which include installing, cabling, and configuring physical servers and networking hardware, and decommissioning old equipment.
- Diagnosing hardware failures, replacing components (RAM, hard drives), and running diagnostics.
- Providing on-site support for remote customers, such as rebooting devices or replacing failed hard drives.

System Administration:

Assist System Administrator with the following activities -

- Configure policies, management and configuration of alerting systems (i.e. Zabbix, Grafana).
- Manage corporate user accounts in Azure Entra ID, Administrator of MFA.
- Administration, Troubleshooting, configuration and upgrades of VMWare.
- Remote access Tool management, including Teradici CAS, Parsec, LeoStream and licensing configuration and client VPN(Fortinet)

Inventory & Documentation:

- Managing assets, including tracking equipment, handling shipping/receiving, and updating records accurately in ODOO.

Required Skills and Qualifications

- **Technical Knowledge:** Must have good understanding of Data center operations, Network Infrastructure, Storage & Backup, Windows Servers, etc.
- Familiarity with **standard ticketing tools** like FreshService, ServiceNow etc. Knowledge of Microsoft Azure Entra ID and other Microsoft apps.
- **Experience:** Previous experience with hardware troubleshooting or working in a data center, IT support, or server environment.
- **Education:** Associates or bachelor's degree in IT, Computer Science, or equivalent certifications (e.g., CompTIA A+, Network+).
- **Physical Abilities:** Capability to lift heavy equipment and work at varied temperatures.



What We Offer

- Competitive salary and benefits.
- Training and certification reimbursement.
- Mentorship and growth opportunities within the operations team.
- A collaborative environment focused on continuous improvement and operational excellence.