

Entry-Level IT Technician

Location: Newmarket, ON (hybrid: office, client on-site, and remote)

Employment Type: Full-time Permanent

Reports to: Michelle Brennan (Office Manager)

Wage: \$22/hour + Comprehensive Benefits after 3 months

Start Date: October 1st, 2025

About Maverick Gardner

Maverick Gardner Information Technologies & Solutions Inc. (MG ITS) is a managed IT services provider delivering secure, reliable technology solutions across cloud, cybersecurity, and support. We operate with ISO 27001-aligned practices and a people-first culture.

Role Summary

We're hiring an Entry-Level IT Technician to deliver first-line technical support for our clients and internal teams. You'll learn how to triage tickets, build and deploy endpoints, administer Microsoft 365, and provide friendly, professional customer service—all with hands-on mentorship and a clear growth path.

What You'll Do (Key Responsibilities)

- **Service Desk (Tier 1):** Triage and resolve tickets (workstations, printers, basic networking, M365, AV/EDR, VPN, MFA).
- **Endpoint Builds:** Image/configure Windows devices, join to Entra AD/Azure AD/Intune, apply security baselines.
- **User Admin:** Create/modify accounts and licenses in Microsoft 365; manage groups, mailbox features, and SharePoint/OneDrive access.
- **Troubleshooting:** Diagnose connectivity, authentication, and application issues; escalate with clear notes when needed.
- **Documentation:** Maintain accurate work notes, SOPs, and asset records.
- **Customer Care:** Communicate clearly with end users; set expectations and follow through.
- **Security & Compliance:** Follow acceptable-use, data handling, and incident reporting procedures.

Service
Canada



You'll Succeed Here If You Have (Qualifications)

- **Education:** Diploma or degree in Computer Science, Information Technology, Networking, Cybersecurity, or a closely related field.
 - **Preferably a recent graduate** (0–2 years' experience) with co-op, internship, or lab/project work.
 - **Willing to train the right candidate.**
- **Foundational Knowledge:**
 - Windows 10/11 administration (profiles, updates, drivers, basic registry/services).
 - Networking basics (TCP/IP, DNS, DHCP, NAT, Wi-Fi).
 - Microsoft 365 fundamentals (Exchange Online, Teams, OneDrive, SharePoint).
 - Endpoint security concepts (AV/EDR, disk encryption, patching).
- **Certs (nice to have):** CompTIA A+, Network+, Microsoft Certified: Fundamentals (AZ-900/MS-900), ITIL Foundation.
- **Soft Skills:** Strong communication, curiosity, organization, and a calm, service-oriented mindset.
- **Other:** Valid driver's license and ability to visit client sites when needed.

Nice-to-Have Experience

- Ticketing systems (e.g., ConnectWise, Jira, Zendesk).
- Mobile device management (Intune, JAMF), basic scripting (PowerShell).
- Backups, RMM tools, remote support utilities.

Supervision & Growth

- **Direct Supervisor:**(Office Manager) provides day-to-day guidance, weekly 1:1s, and performance check-ins.
- **Mentorship:** Senior technicians and the Operations Manager provide technical coaching and escalations.
- **Development:** Structured onboarding, labs, and certification support (e.g., CompTIA/Microsoft) with a path toward Tier-2 responsibilities.

Work Environment

- **Hybrid** (office/client on-site/remote) based on role and client needs.
- Company laptop and required tools provided.

- Standard business hours with occasional after-hours maintenance or on-call rotation (with notice).

Eligibility*

Candidates must be registered with Miziwe Biik Aboriginal Employment and Training, work with an Employment Advisor, and reside within the GTA.

Background & Compliance

Employment may be contingent on routine background checks consistent with role requirements and adherence to company security and acceptable-use policies.

How to Apply

Email your resume (and a short note about a tech problem you solved recently) to **recruitment@maverickgardner.com** with the subject line **“Entry-Level IT Technician – Your Name.”** Include links to any portfolios, labs, or GitHub projects you’re proud of.