



<b>Job title</b>	Site Reliability Engineer – End User Services
<b>Reports to</b>	Director – Site Reliability Engineering

### Company Overview

Coreio Inc. is a leading Toronto-based IT services provider that delivers IT Infrastructure and Operations solutions for enterprise-scale companies across North America. We build on our 35-plus year history as a strategic partner, and apply our experience as in-house IT experts, to help our clients solve complex business and technology issues, so they can focus on what they do best.

Visit [www.coreio.com](http://www.coreio.com) for more information.

### Job Purpose

At Coreio, Site Reliability Engineering (SRE) is a discipline that incorporates aspects of software engineering and applies that to operations with the goal of creating ultra-scalable and highly reliable software systems to provide exceptional service to our clients. Our SRE team works across technology ‘silos’ to provide our engineers with the opportunity to learn new skills and technologies and grow personally and professionally.

The SRE team is responsible for availability, latency, performance, efficiency, change management, monitoring, emergency response, and capacity planning of our clients’ environments. SRE – software engineers are tasked to ‘automate themselves out of a job’. We utilize software engineering principles to manage operations and task the team to substitute automation for human labor. Root cause analysis is a principal function of the automation focus. By automating the routine functions of monitor, manage and control we can focus on the higher-value inter-connected business services our clients use to run their business.

Coreio’s End-User computing mandate is not solely about managing laptops and desktops. Our services provide support for user access to services, applications, and data on any device and in any location. The SRE - software engineers support our clients’ end-users that often are using two or more computing devices – all with different capabilities, models, operating systems, and security requirements.

### Duties and Responsibilities

- Strategy, Architecture and Deployment
- Solution Design and Engineering
- Sales Support
- Application Management
- Automation



- Device Policy Frameworks
- Identity Management
- Compliance
- Security
- Technical Standards and Procurement
- End-User support
- Monitoring and Management Systems
- Capacity and Performance
- Coordination and management of upgrades and changes within the environment
- Root cause analysis of service outages
- Transformation of the end-user experience
- Optimization of productivity
- Equipping clients to collaborate and innovate
- Assistance to clients to achieve IT and business alignment

#### **Qualifications**

#### **Skills and Experience**

- Minimum 7+ years working with Windows, MacOS, iOS, and Android in a corporate environment including device management, imaging, patching and domain integration.
- Good interpersonal skills to interact with clients, senior level personnel, subordinates, and team members required.
- Minimum 5+ years of experience of architecting, designing and integrating solutions in complex environments.
- At least 5 years of scripting & automation experience.
- In-depth knowledge of application deployment process and functional network troubleshooting.
- Ability to function in a fast-paced environment with shifting priorities and tight deadlines required.
- Experience providing escalated, highly complex technical support to clients by investigating and resolving incidents.
- Microsoft Intune and SCCM architecture, deployment and support experience.
- Knowledge of IT security best practices and security designs.
- Previous experience as a system analyst, help-desk support provider, or equivalent role.
- Previous experience with procedure writing or other technical writing.
- Intricate knowledge/experience of workstations, laptops, and mobile devices (phones, tablets, etc.).
- Expertise with Active Directory, Office 365, Exchange.

#### **Educational Requirements:**

- 7+ years working with Microsoft, Apple and other end user centric solutions.
- Certifications from Microsoft (MCSE), Citrix, and Cisco strongly desired.
- 4-Year degree desired.