



## **Technical Services Specialist Team Member**

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**Location:** Sydney, NS

**Term:** Full Time (Days, Evenings, Some on Call)

**Anticipated Start Date:** As Soon As Possible

- Join a company that is revolutionizing the data-storage industry by offering completely custom solutions at an affordable price.
- Use your IT experience to effectively provide superior service and technical support to 45 Drives' customers from a wide array of industries.
- Be rewarded with a competitive annual salary and bonus structure, as well as great benefits, including medical, dental, life insurance pension plan, and more.
- Live and work in a community that has quick commutes, affordable homes on generous plots of land, beautiful scenery and friendly people.

### **About 45 Drives**

**45 Drives** is a division of Protocase that develops, manufactures, markets, services, and sells ultra-large, customizable data storage systems. 45 Drives is highly differentiated from mainstream computer manufactures due to its open designs and relationships with the open-source software community. The company stays true to its community roots in its product development, technical support, marketing, and business practices.

To learn more, visit <http://www.45drives.com>.

### **About the Opportunity**

At 45 Drives, we provide open storage systems with enterprise-grade quality and performance, but with an affordable price tag. Solutions can range from stock designs to highly customized units, and we pride ourselves on offering superior technical services to ensure that 100 per cent of our customers achieve their storage goals.

Our customers range from small start-up companies to industry leaders looking for a non-proprietary software option. They work in a wide array of industries, from video surveillance, video post-production, health care and cloud-based storage companies. With that in mind, our customers' level of technical expertise varies – so we are always prepared to help with their questions and challenges.

You will be responsible for the Design, Commissioning, Maintenance and Servicing of our Systems for some of the largest technical organizations out there, such as Boeing, Intel, and Amazon.

**We are seeking a full-time employee to work in our 45 Drives Technical Service & Support Team.**

**Your duties will include:**

- Participating in pre-sale consultations between 45 Drives account managers and customers, assisting in designing and customizing the ideal storage solution for particular customer needs.
- Providing customer service and technical support to a vast customer base of varying degrees of technical skill, post-sale. This includes assisting the customer in the commissioning and maintenance of their storage solution.
- Maintaining, storing and retrieving technical documentation. We are a rapidly growing organization with ever-changing technology – your tenacity and organization skills will ensure we keep our documentation thorough and up to date.
- Providing feedback to Research and Development team regarding improvement to application design.
- Processing Return Merchandise Authorization (RMA) components quickly and efficiently.

Above all else, we are looking for someone who enjoys taking initiative in order to help people and solve complex problems within a busy environment, where no two days are alike!

**Qualifications:**

- Diploma or degree ranging from 2-4 years in any IT field
- Experience providing customer service, especially over the phone
- Experience in Linux Storage Servers, Windows Active Directory and Networking
- Experience using Linux, FreeNAS and RAID applications would be considered a major asset
- Strong verbal and written communication skills
- People-driven personality
- Problem-solving skills
- Willingness to learn new things
- Ability to think on your feet and take initiative

45 Drives will provide on-the-job training regarding company processes and procedures to the successful candidate.

### **About the Benefits**

Besides a competitive compensation package that ranges between \$35,000 and \$45,000 (for 40 hours per week), you will also enjoy the following benefits:

- Medical, Dental, Life Insurance and Group Insurance Benefits after six months
- Two weeks' vacation (three weeks' vacation at three years of employment; four weeks' vacation at five years)
- Company Pension Plan after six months
- Cost-shared YMCA membership after three months for you and your family

Upon joining 45 Drives, you will find a supportive team that encourages professional development. The company often hosts seasonal BBQs, learning lunches and staff events.

### **How to Apply:**

- Email your resume to [employment@45drives.com](mailto:employment@45drives.com)
- Drop off your resume at our main building – 46 Wabana Court in Sydney, NS