



Level 2 IT Technician Full-Time

Comox Valley
Courtenay

Tuesday October 13, 2026

\$26 - \$30/ hour (Starting wage is \$25/hr based on experience)

Company: Cumberland Manages Services Inc

Website: <https://cumberlandmsp.ca/>

Industry: Technology

Remote/Camp Based Job: No

How to apply:

If you want to be a name, not a number, send your resume to hr@cumberlandmsp.ca.

Expiry Date:

Tuesday, October 27, 2026

Details:

Level 2 IT Technician: Be the First Hire. Build It From the Ground Up. Cumberland Managed Services is a newer company with deep roots. Its owner has 20+ years of MSP experience, and explosive growth has pushed recurring revenue up 53%. Now it's adding its first technician, and that person will help shape what comes next. The role: You'll own complex problem solving, system stability, and continuous improvement. You'll work independently and report directly to the owner, with no layers of management and no big team to get lost in. What you'll do: •Resolve escalated tickets fully, with minimal recurrence •Find and fix root causes instead of closing symptoms •Maintain servers, networks, and M365 (backups, patching, uptime) •Run projects, upgrades, and improvements •Build the SOPs that become the company standard •PC & Mac support required; Linux & VMware an asset Why you'll like it: •Real ownership. Your work is visible and it matters from day one. •Direct line to the owner. Learn from 20+ years of MSP experience. •Never mundane. A varied client base means something new every day. •Ground-floor growth. Help set the standards and grow with the company. This role is not a ticket closer, reactive only, or a cog in a big machine. Looking into the Wage subsidy program through WorkBC

Qualifications & Experience:

Your first 90 days: •30 days: Learn the environments, systems, and documentation standards •60 days: Independently resolve escalations and contribute insights •90 days: Improve systems, cut recurring issues, and propose projects You bring: 2+ years of hands-on L2 experience (required), a proactive root-cause mindset, and

self-direction.
