

Senior Network Technician

About the job

Employment Type: Permanent, Full-time (5 days per week)

Location: Milton, Ontario; field travel across Canada and the United States

Travel Requirement: 50%–75% of the time

Anticipated Start Date: As soon as possible

Existing Vacancy: Yes

Salary Range: \$80,000–\$120,000 per year

About Real Time Networks

Are you an experienced network professional looking to bring your skills into the field and make a direct impact on customer outcomes?

Real Time Networks is a technology company specializing in smart asset management, including AssetTracer intelligent locker systems and KeyTracer key management solutions. Our products deliver enhanced security, real-time accountability, and operational efficiency for customers across multiple industries, including law enforcement, hospitality, manufacturing and enterprise organizations.

The opportunity

Reporting to the Chief Customer Officer, the Senior Network Technician is a pivotal technical role within the Real Time Networks delivery and support organization. As a senior technical presence in the field, this role bridges advanced networking expertise with hands-on hardware installation and customer-facing service — ensuring that Real Time Networks solutions are deployed, configured, and supported to the highest technical standard.

Based in Milton, Ontario and travelling across the GTA and throughout North America 50%–75% of the time, the Senior Network Technician leads complex onsite installations, network configurations, and system assemblies while providing senior-level Tier 2 and Tier 3 technical support. Onsite, this person represents Real Time Networks to key customer stakeholders — building trust with technical and operational decision-makers, guiding them through installation, go-live, and adoption. Every engagement is an opportunity to reinforce Real Time Networks' reputation for technical excellence, quality, and customer care.

Responsibilities:

Network Configuration & Infrastructure

- Plan, configure, and deploy network infrastructure to support Real Time Networks hardware and software solutions, including LAN/WAN, VPN, VLANs, DNS, DHCP, and firewall configurations.
- Troubleshoot and resolve network connectivity issues at customer sites, including TCP/IP, SSL certificate management, and integration with enterprise security protocols.
- Assess site network readiness prior to installation; identify gaps and work with the customer's IT team to resolve infrastructure dependencies before go-live.
- Maintain awareness of cybersecurity best practices, authentication protocols, and encryption standards relevant to networked hardware deployments.

Hardware Installation, Assembly & Configuration

- Lead the physical installation, mounting, assembly, and commissioning of Real Time Networks hardware at customer sites across Canada and the United States.
- Install, configure, and test Real Time Networks software solutions onsite or remotely, including SSL, SSO, API integrations, cloud-hosted solutions, and customer-specific parameters.

- Reconfigure or upgrade existing customer systems with minimal disruption; test thoroughly against project scope and success criteria before declaring go-live readiness.
- Troubleshoot and resolve hardware and software issues onsite or remotely, including hardware repairs and replacements.

Tier 2 / Tier 3 Technical Support

- Provide advanced Tier 2 and Tier 3 technical support between installations, diagnosing and resolving complex hardware, software, and network issues efficiently and professionally.
- Participate in after-hours support rotation and stat holiday coverage to ensure service availability.

Customer Interaction & Real Time Networks Representation

- Serve as a senior technical ambassador onsite; present professionally, communicate clearly, and engage with customers to surface decisions and approvals.
- Deliver technical training to end-users and administrators ensuring customers are confident and capable.
- Build strong customer relationships; offer proactive preventive maintenance recommendations and demonstrate genuine interest in long-term success.

Project Communication & Escalation

- Coordinate closely with Project Managers and internal team members throughout engagements, covering plans, status, progress, issues, and client checkpoints.
- Escalate technical issues, site readiness failures, or scope changes as soon as they are identified; support smooth handoff to the Customer Enablement & Adoption Specialist.

Knowledge Sharing & Organizational Contribution

- Act as a technical resource to peers and junior technicians; contribute to knowledge base articles, SOPs, and internal training materials.
- Stay current with product enhancements, release notes, feature changes, and emerging network technologies.
- Collaborate cross-functionally with internal teams to align customer objectives, meet service delivery goals, and support continuous process improvements.
- Contribute field insights to Real Time Networks retrospectives, improving delivery, support, and overall customer experience.

What you bring:

Education & Experience

- Post-secondary degree or diploma in IT, Computer Networking, Electronics, or a related field; or equivalent combination of education and experience.
- 5–10 years of experience in network administration, field technical support, or IT infrastructure roles.
- Proven hands-on experience with hardware installation, low-voltage cabling, rack mounting, and device commissioning.
- Experience with IoT devices, RFID systems, or security access control technology is a strong asset.

Technical Skills

- **Networking:** Strong understanding of LAN/WAN, VPN, DNS, DHCP, VLANs, firewalls, certificate management, and security protocols.
- **Hardware & Electronics:** Skilled in physical hardware installation, assembly, low-voltage electronics, and use of hand and power tools; comfortable reading technical drawings and site plans.
- **Software & Application Support:** Proficiency configuring Windows-based and Linux systems, APIs, and enterprise applications; SQL database troubleshooting is an asset.

- **Cybersecurity:** Knowledge of authentication protocols, encryption standards, and vulnerability assessment practices.
- **Tools & Platforms:** Familiarity with M365, SharePoint, CRMs, ticketing systems, and Remote Monitoring & Management (RMM) platforms.
- **Scripting & Automation:** Familiarity with PowerShell, Python, or Bash for diagnostics and automation is an asset.
- **Certification:** CCNA, CompTIA Network+, or equivalent networking certification required; CCNP or Security+ is an asset.

Soft Skills

- Outstanding professional presentation and clear communicator — able to translate complex technical concepts for non-technical audiences.
- Calm, methodical problem-solver with strong network and electronics troubleshooting instincts.
- Genuine customer focus, sound judgement, and a quality-driven team mindset.

Requirements

- Legally entitled to work in Canada.
- Able to lift up to 50 lbs, with accommodation available
- French language proficiency is an asset.

Travel Requirements:

- This role requires 50%–75% travel to customer sites across Canada and the United States.
- A valid passport and the ability to travel freely throughout Canada and the United States is required.
- A clean driving record and the ability to rent a car is required.

What we offer:

- A competitive salary commensurate with experience and education
- Education Assistance benefits

Diversity & Inclusion

Real Time Networks is an equal opportunity employer who is committed to an inclusive and diverse workforce, equity in employment and fostering a barrier-free environment. We strive to include perspectives from those that vary by race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, and disability. If accommodation is required at any point in the recruitment process, please contact a member of our Recruitment Team.

How to apply

Send your resume and cover letter to contact@realtimenetworks.com indicating **Senior Network Technician Ref 2026** in the subject line. We strongly encourage applicants to apply as soon as possible, as we will review resumes and schedule interviews as they arrive.

Real Time Networks thanks all applicants for their interest and advises that only those selected for an interview will be contacted. No phone calls please.

Use of artificial intelligence in hiring

Real Time Networks uses automated tools, including artificial intelligence, to screen and assess applicants for this position.