

Technical Support Specialist - Canadian Securities Exchange (CNSX Markets Inc.)

The Canadian Securities Exchange is a rapidly growing exchange invested in working with entrepreneurs, innovators, and disruptors to access public capital markets in Canada. The Exchange's efficient operating model, advanced technology and competitive fee structure help its listed issuers of all sectors and sizes minimize their cost of capital and enhance global liquidity.

Our client-centric approach and corresponding products and services ensure businesses have the support they need to confidently realize their vision.

The CSE offers global investors access to an innovative collection of growing and mature companies.

Overview

We are seeking a highly skilled Technical Support Specialist to join our team. The ideal candidate will possess extensive experience in RedHat Linux and container technologies. This role involves providing top-notch technical support to our clients, troubleshooting issues, and ensuring seamless operation of our systems. The position will be located in our Vancouver office.

Key Responsibilities

- Provide technical support and troubleshooting for RedHat Linux and container environments.
- Assist in the deployment, configuration, and maintenance of RedHat Linux servers.
- Manage and support containerized applications using technologies such as Open Shift.
- Develop and maintain data retention policies to ensure compliance with data archiving requirements.
- Improve storage management and data recovery processes.
- Perform regular audits and reviews of backup systems and storage devices to ensure alignment with best practices and organizational needs.
- Monitor Scheduled Linux Process for Trading System Integration Platform, high level debugging and quick fixes before escalating to the development team. E.g. Clearing Log files when Server memory full, identifying processes consuming too many resources and database restarts if necessary.
- Respond to customer inquiries and issues via phone, email, and ticketing systems.
- Collaborate with development and operations teams to resolve technical problems.
- Maintain and update technical documentation and knowledge base articles.
- Participate in on-call rotations and provide after-hours support as needed.
- Stay current with industry trends and advancements in RedHat Linux and container technologies.
- Other responsibilities as assigned.

Qualifications

- Bachelor's degree in computer science, Information Technology, or a related field, or equivalent experience.

- Minimum of 3 years of experience in technical support, system administration, or a similar role.
- Strong expertise in RedHat Linux administration and troubleshooting.
- Proficiency with container technologies such as Docker and Kubernetes.
- Experience with enterprise storage solutions such as SAN, NAS, Veeam and cloud storage platforms.
- Experience with MariaDB is required, with additional knowledge of ColumnStore and database replication considered a plus.
- Strong understanding of data retention policies and data archiving best practices.
- Familiarity with scripting and automation tools to streamline backup processes is a plus.
- Excellent problem-solving skills and attention to detail.
- Strong verbal and written communication skills.
- Ability to work independently and as part of a team.

As a part of our team, you will receive

- Competitive compensation
- Opportunities for advancement
- Comprehensive benefits package (health, life insurance, dental, disability, vision care)
- Employee Assistance Program
- Group Retirement Savings Plan
- Financial support for fitness programs and job-related education
- Vacation and leaves (e.g. personal days, sick leave)

Physical and Environmental Requirements

The employee spends long periods sitting, typing, and/or looking at a computer screen.

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions upon request.

The above description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of CSE personnel. The employer reserves the right to change or assign other job duties at any time as necessary and as the business evolves.

Please note all offers of employment at the Canadian Securities Exchange are conditional upon the successful completion of a pre-hire background check. This may involve anything up to and including a criminal history check, reference checks and/or credit check.

Diversity, Equity, Inclusion and Belonging at the CSE

The Canadian Securities Exchange is dedicated to innovation in the capital markets and recognizes that having a workforce with diversity of thought, ideas, experience and perspectives is essential to building

and maintaining such a culture of innovation. The CSE further understands that the commitment to building a diverse, equitable and inclusive workforce that reflects the diverse environments within which we operate is an important goal. In order to meet that commitment the CSE incorporates diversity, equity, and inclusiveness criteria into its talent management process.

The CSE is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, gender identity, sexual orientation, religion or other legally protected status, or any other classification protected federally or provincially.

The CSE is committed to fair and accessible employment practices and to providing accommodation for persons with disabilities. If you require accommodations to apply for this opportunity, require this posting in an additional format, or if contacted for an interview and require accommodation during any stage of the recruitment process, please contact us at kelly.kane@thecse.com. We will work with all applicants to determine appropriate accommodation for individual accessibility needs.

The CSE thanks all applicants for their interest in this opportunity, however; only those under consideration will be contacted.