

**Job Title:** Service Desk & System Administrator

**Reports to:** Service Desk Manager

**Department:** Service and Support

### Job Description:

The System Administrator is responsible for providing technical assistance to clients with their systems and network requests. Also responsible for maintaining the design and integrity of our client's on-premise systems, including customer-facing hosted and cloud environments.

### Basic Functions:

- IT Support relating to issues with the internal systems and network infrastructure.
- Support services for Microsoft on-premise and cloud related technologies: Windows Server, Exchange, SQL, Microsoft 365 administration, Entra AD, SharePoint etc.
- Support services for virtualization technologies: Scale Computing, VMware, and Microsoft Hyper-V.
- Technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Administer hosted and cloud solutions for customers using technologies that meet their requirements.
- Support backups and disaster recovery solutions.
- Remote access solution support: VPN, Remote Desktop & VDI.
- Monitor the remote monitoring and management system alerts and notifications and respond accordingly through service tickets.
- Administration and maintenance of the remote monitoring and management system: update agent scripts, respond to alerts, monitor dashboard, and periodic system review.
- Document maintenance for all computer systems and network infrastructure.
- Communication with customers as required: keeping them informed of incident progress, and notifying them of impending changes, or agreed outages.
- Security monitoring of client networks and working with our security team to perform tests and uncover network vulnerabilities.
- Help colleagues install security software and understand information security management.
- Research security enhancements and make recommendations to management.
- Stay up-to-date on information technology trends and security standards.
- Go to meetings, provide in-person support or do hardware deployment to any of our client's premise(s) when required.

### Additional Duties and Responsibilities:

- Improve customer service, perception, and satisfaction.
- Ability to work in a team and communicate effectively.
- Escalate service or project issues that cannot be completed within agreed service levels.
- Maintain specific knowledge of the customer and how IT relates to their business strategy and goals.
- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses as they occur.
- Understand processes by completing assigned training materials.
- Work through and enter time through service and project tickets.
- Work through a daily schedule in our management software.
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry.

## Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 2+ years of IT experience.
- Professional IT Certifications or diplomas, such as Microsoft MCP, MCSA, MCSE, and ITAS.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Self-motivated with the ability to work in a fast moving environment.
- Time management skills to enable the ability to prioritize tasks effectively.
- Diagnosis skills of technical issues.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Service awareness of all organization's key IT services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide IT services.
- Typing skills to ensure quick and accurate entry of service request details.
- A valid BC Drivers license, and transportation to visit client sites.

## Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits are included.
- Performance based incentives.
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.
- Flexible work-from-home opportunities.

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Only local candidates need apply.

*The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.*