

Job Title: System Administrator
Reports to: Service Desk Manager

Department: Service and Support

Job Description:

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

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, SharePoint, Microsoft 365 administration, Azure, 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.
- 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, notifying them of impending changes, or agreed outages.
- Security monitoring of client networks and work 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.
- Business awareness: 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 a daily schedule in our management software.
- Work through trouble and project tickets.
- Enter all work and time as service or project tickets.

- 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.

- 3 years of IT experience.
- Professional IT Certifications or diploma, such as: Microsoft MCP, MCSA, or MCSE, ITAS.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- 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.
- Self-motivated with the ability to work in a fast moving environment.
- A valid BC Drivers license, and transportation to visit client sites.
- COVID-19 considerations: Must be able to follow RBS and client protocols. Must be able to go to any client site, including but not exclusively: client offices, federally regulated locations, care homes or any locations with vaccine mandates for staff and contractors.

Benefits:

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

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.