



**BoloNet**

## **Senior Systems Administrator**

BoloNet Inc. has an amazing opportunity for an experienced Senior Service Desk Technical Administrator looking for a new challenge within a result-driven IT solutions provider in a fast-paced and exciting market. Job location is Markham. This is a full time, permanent opportunity.

Our Client, established in 1995, is hiring a Senior Systems Administrator to keep things organized and help them grow to the next level. They will consider hiring only the ultimate team player and well-rounded individual who has the right balance of qualification and personality. All our positions are client facing in some capacity.

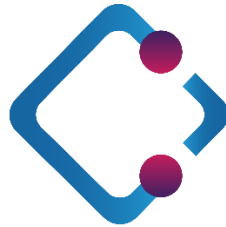
Our client is a small business and they serve small businesses which, for their purposes, means companies under 200 employees

### **WHEN WAS THE LAST TIME YOU ENDED YOUR WORK DAY WITH A SMILE?**

It's a great time to join our team. Get access to all the tools and benefits of working with a larger firm while maintaining the feel of a small business environment and avoid downtown! Not only do they take pride in what they do, they enjoy a few laughs, stay relatively casual, and take pride in knowing they are delivering best-in-class service while doing it. YOUR creativity, energy and attention to detail attitude are what they need to augment their growing team of A-list talent.

In addition to everything above they offer:

- A great work environment and fantastic coworkers
- Challenging projects and a supportive work environment
- Competitive performance based compensation & great health benefits
- Company contributions of 3% of your salary to your personal RRSP/DPSP Plan
- Company paid training and education
- Company sponsored social events



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The role of the Senior Systems Administrator is to work in the service delivery team and projects team of the organization by acting as a 3rd level escalation point or architect of client networks. This includes the responsibility of creating all procedures related to the identification, prioritization, and resolution of issues under the direct supervision of the Technical Services Manager, and also includes assisting the Technical Services Manager to ensure that monitoring, tracking, and coordination of critical services on both client site and the datacenter are effectively executed.

The Senior Systems Administrator will keep in close contact with the Technical Services Manager to keep him informed on the progress of all projects in terms of time and financial performance.

The Senior Systems Administrator will develop and document best-practices processes at each client site to ensure standardization of service by the entire team under the supervision of the Technical Services Manager, and ensure that the documentation and process are tested and available to entire support team. The Senior Systems Administrator will update and change the documentation from time to time as appropriate.

Ensure the security, reliability and uptime of each client network within portfolio by assisting in the creation and maintenance of weekly and monthly templated checklists and documenting the work completed thoroughly.

Assist in the design, architecture and deployment of new technologies and/or products at each client site together with the Technical Services Manager and Sales Team.

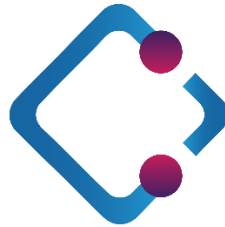
Account for all time spent on both client and Company related tasks, as well as the completion of all educational requirements to further professional development as prescribed by the Technical Services Manager.

### **Additional Duties and Responsibilities:**

Liaise with vendors to oversee installation, and resolve adaptation issues

Act as a leader and mentor to other technical staff

- Participate in Company Staff Meetings
- On call duties per Company After hours policy



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### **Qualifications and Skill Requirements:**

University degree and 5 years equivalent work experience.

- Microsoft MCSA, MCSE, or MCITP or current equivalent certified
- Citrix Certification
- VMware Certification
- Fortinet certification
- Annual renewal/updating of technical certifications where updates are available
- Exceptional knowledge of computer hardware, including Lenovo, Fortinet
- Deep-seated experience with desktop and server operating systems, including all Microsoft solutions.
- Extensive application support experience with Connectwise and Labtech.
- Strong understanding of the organization's goals and objectives.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on listening and questioning skills.
- Strong documentation skills.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language to non-technical staff and end users.
- Keen attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Valid Driver's license and reliable method of transportation

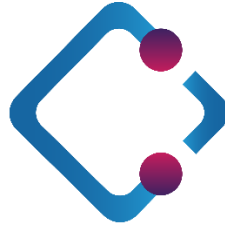
### **Additional Information**

This job description is not intended to be all inclusive. The candidate hired may also perform other reasonable related business duties as assigned by their manager. The company reserves the right to revise or change job duties as required. This job description does not constitute a written or implied contract of employment.

BoloNet Inc., and their Client for this position, are equal opportunity employers and value diversity in its workforce, encouraging applications from all qualified individuals.

By applying to this position, you are confirming you are a Canadian citizen, or possess either, a permanent resident status or valid work permit, that allows you to travel for work internationally.

BoloNet Inc. and our Client are committed to fostering an inclusive and accessible environment as we work to build a workforce that reflects the diversity of the community in which we live, including those with disabilities. We are dedicated to providing accommodations in all parts of



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the hiring process in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. If you require any accommodation, we will work with you to meet your needs.

**Please note:** Reference Checks along with Credit, Education and/or Criminal Background Checks may be administered on suitably qualified candidates.