

**RNC****Employment Service**

905-727-3777

*Aurora*

222 Wellington Street East, Main Floor

**System Administrator****Job # 2018-12-002**

<b>NOC / NAICS</b>	2281 / 423430	<b>Date</b>	December 3, 2018
<b>Location</b>	York Region <b>Richmond Hill: 404 / Mjr. Mackenzie</b>	<b>Wages</b>	Competitive based on experience
<b>Experience (Yrs.)</b>	<input type="checkbox"/> 0-1 <input checked="" type="checkbox"/> 1-3 <input type="checkbox"/> 3-5 <input type="checkbox"/> 5+	<b>Hours/Week</b>	35+ hours / week
<b>Employment Type</b>	<input checked="" type="checkbox"/> Perm <input type="checkbox"/> Temp <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT	<b>Schedule Availability</b>	Variable
<b>Benefits Available After Probation Period</b>	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes: Extended health benefits, ongoing learning, +++ other perks		
<b>Workplace / Physical Requirements</b>	N/A		

**Company**

Canada's largest privately-owned and operated Information Technology (IT) solution provider with extensive service and support resources is hiring! Their vision is to "simplify the business of technology, together" by focusing on business objectives and outcomes, aligning the most relevant and effective IT solutions to meet those requirements and providing extraordinary ongoing support capabilities.

Every day, over 1500 dedicated employees across Canada focus on providing extraordinary customer service and support experiences to private and public sector organizations. Since 1981, they have developed a strong reputation with market-leading vendors and customers for creating, implementing and supporting creative IT solutions that delight thousands of customers.

**Job Duties**

- Act as an escalation point for the customer and Compugen internal teams.
- Travel requirement to customer sites 20% of the time.
- Assist with solving recurring incidents / problem tickets and issues to the betterment of the customer's environment.
- Be involved and advise on all changes happening within the customer's environment to provide insight.
- Be part of a rotational on-call schedule specific to the customer's outages. First point of contact for Richmond Hill NOC team in the events of any outages during or after business hours.
- Be part of the customer assessments. Review each supported hardware annually, working with the PS and MS teams, to evaluate the IT needs of the customer and provide appropriate recommendations.
- Coordinate with other Compugen Departments and 3rd party vendors as needed. Understand all third parties tied to the customer and understand key stakeholders.
- Ensure incidents resolved by team are transferred into knowledge base articles.
- Help train NOC team in the understanding of the customer environment to ensure they can be successful.
- Involvement with the backup team to ensure high success rates and covering all devices.

- Involvement with the server patching team for server and end users to ensure things are moving forward.
- Log changes to any server's environment via Cherwell and Knowledgebase.
- Maintain a client hardware and infrastructure inventory that will be updated at least quarterly in the CMDB of record and in ScienceLogic. Assist with supporting asset lifecycle management
- Maintain an in-depth understanding of Compugen's Managed Services infrastructure operations management processes and practices and ensure they can speak on behalf of Compugen to the customer.
- Maintaining an acute focus on customer satisfaction, including liaison with the service delivery teams while ensuring that they meet stated goals and KPIs, and are delivering appropriate service levels. Work very closely with the Delivery Managers to be lock-step in all activities ongoing in the customer environment.
- Perform planned maintenance on a scheduled basis based during the maintenance window agreed to.
- Review monthly infrastructure reports to spot any issues and come up with remediation plan or consult with senior team for next steps.
- Work on daily operational tickets including incidents and service requests.

### Requirements

- A Computer Science degree or equivalent in experience.
- Excellent technical design and documentation skills and be able to mentor other team members and help with the design and build of various solutions.
- A superior understanding of Windows Server 2008, 2012, 2016 VMware and Hyper-V and be able to analyze and troubleshoot complex problems.
- Microsoft Exchange troubleshooting, administration and implementation experience.
- An in depth understanding of Active Directory Infrastructure, DNS, DHCP, IAS, Clustering services, Windows Security, deployment services, DFS and other Microsoft infrastructure services.
- Experience with SharePoint, Lync, Microsoft clusters, Citrix, web farms, ISA, TMG and other systems security products.
- Experience in Azure & Office 365 Backend Administration
- A solid understanding of LAN and WAN networking
- A solid understanding of UNIX and/or Linux system administration is an asset.
- Superior organization skills and a strong attention to detail.
- Be effective at managing multiple projects/tasks of varying complexities, meeting deadlines and working well under pressure, along with proven analytical and creative problem-solving abilities.
- Excellent written and verbal communication skills, and ability to communicate complex ideas to a variety of audiences.
- A strong understanding of backup and recovery processes and applications.
- Knowledge of systems security and best practices.
- A strong understanding of ITIL practices.
- Project management experience and skills are an asset.
- Experience with SAN an asset.
- SQL or Oracle knowledge and skills are an asset.
- Strong scripting skills are an asset.
- Excellent customer service skills and a strong ability to diffuse tense customer situations and project a positive, confident outlook.
- Bilingual in English and French is an asset.

### How to apply

**Compugen will be at RNC Employment Services for a JOB FAIR on Tuesday, December 11<sup>th</sup> from 1:00pm-3:00pm – Register at our front desk to reserve your interview!**

**Disclaimer**

*RNC Employment Services reserves the right to submit applicant resumes in their sole judgement directly to employers only following registration. Registration in itself does not determine applicant job posting eligibility. Further RNC is not responsible for employer hiring decisions which may pre-empt registration.*