



SENIOR SYSTEMS ADMINISTRATOR

Our client is looking for a Senior Systems Administrator to join their team.

They are looking for someone to join their Technical Service team who can have fun while working independently within a team in a fast-paced, ever-so-challenging work environment. YOUR creativity, energy and attention-to-detail attitude is what they need to augment their growing team of A-list talent. Their company culture is everything to them. Their Core Values mean everything.

YOUR ROLE:

In this role, you will be working under the direct supervision of the Technical Leadership in the service delivery and project team as a 3rd level escalation point or architect of client networks and will be responsible for the following:

- Create procedures related to the identification, prioritization, and resolution of issues.
- Assist in monitoring, tracking, and coordinating critical services on both the client site and the data center that are executed effectively.
- Report the progress of projects in terms of time and financial performance.
- Develop and continually update document best-practice processes for client sites to ensure service standardization, documentation and process are tested and available to the support team.
- Ensure the security, reliability, and uptime of the client network by assisting in creating and maintaining 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 and sales teams.
- Account for resources invested in the client and Ideological related tasks.

YOUR QUALIFICATIONS:

The following are Must-Have Skills & Qualifications

- University degree and 5 years of equivalent work experience.
- Microsoft MCSA or MCSE, AZ-104, MS-100 & MS-101 or current equivalent certification.
- VMware Certification.
- Fortinet certification.
- In-depth knowledge of computer hardware, including IBM, Lenovo, & Fortinet Firewalls.
- Application support experience with ConnectWise Automate & Manage.
- Liaise with vendors to oversee installation and resolve adaptation issues.
- On-call duties as defined in the company's after-hours policy.
- Valid Driver's license and reliable method of transportation.
- Legally able to work in Canada.

Preferred Skills & Qualifications

- Experience with Apple, Datto, and Barracuda.
- Experience with desktop and server operating systems, including all Microsoft solutions.
- A desire to mentor, guide and motivate other technical staff to help them succeed.

Key To Succeed in This Role

- Strong understanding of the organization's goals and objectives.
- Empathy, compassion, sense of humour.
- Exceptional written and oral communication skills.
- Outstanding 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.
- Ability to take on challenges that require critical thinking and decision-making skills.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Stay up to date with educational goals to further professional development.
- Don't take yourself too seriously.

WHAT THEY WILL OFFER YOU:

By joining our client, you will work with some of the industry's brightest and most experienced people in an environment where you are challenged to be the best in everything you do. This company is where you can grow and develop your career in a meaningful way.

They have folks that have been with them for many years, some over 15 years. Their team members rarely leave the company.

Their team is everything to them and they take care of their people like they expect you to care for their clients. They foster sustainable growth, good health and overall well-being and strive hard to make you feel heard, helped, and happy.

Compensation:

- 1 paid training and education per month to help you fill your knowledge gap.
- Company contributions of 3% of your salary to your personal RRSP/DPSP Plan.
- They invest heavily in helping their people acquire skills dictated by the IT industry and pay for your professional certifications.
- Distinct monthly outings infused with competitive team games, good food and great conversations.
- In-house Chiropractor services provided by their trusted health practitioner, who uses cutting-edge tools and techniques to maximize your health.
- In-house Massage facility where you can take a break during the day and relax.

- An organization-wide group of people who looks out for you and goes above and beyond to help each other succeed.
- Competitive base salary.
- Competitive performance-based bonus plan.
- 3-week vacation to start.
- 6 personal days for those uninvited sicknesses, personal commitments (for example, unscheduled school closures), or just 'I don't feel like working today' days.
- Comprehensive health and dental benefits.
- State-of-the-art office space carefully designed to help you transition from the fatigue caused by work-from-home settings.