

RNC**Employment Service**

905-727-3777

Aurora

222 Wellington Street East, Main Floor

**Operations Analyst (IT)****Job # 2018-12-004**

NOC / NAICS	2282 / 423430	Date	December 3, 2018
Location	York Region Richmond Hill: 404 / Mjr. Mackenzie	Wages	Competitive based on experience
Experience (Yrs.)	<input type="checkbox"/> 0-1 <input checked="" type="checkbox"/> 1-3 <input checked="" type="checkbox"/> 3-5 <input type="checkbox"/> 5+	Hours/Week	35+ hours / week
Employment Type	<input checked="" type="checkbox"/> Perm <input type="checkbox"/> Temp <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT	Schedule	Variable
Benefits Available After Probation Period	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes: Extended health benefits, ongoing learning, +++ other perks		
Workplace / Physical Requirements	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

- Reporting to the Operations Manager, this highly organized, detail oriented individual will be responsible for providing exceptional technical and Customer Service to Compugen Managed Service Customers. This individual will perform regular shifts on a rotational schedule, 7x24x365, monitor and resolve IT infrastructure Events, specifically IT infrastructure elements in a timely manner.
- This individual will directly support over 50 Managed Services Customers that rely on expeditious technical support from Compugen Operations. The individual will be responsible to monitor, triage, troubleshoot, escalate appropriately and resolve Incidents using industry standard tools, processes, interfacing directly with Customers.
- Supports Compugen Service Desk and Operations Teams to resolve Customer issues and to ensure continual service with sense of urgency. Other duties will include performing Daily Routing and Preventative Maintenance tasks, backups, patching, health checks, coaching other team members, while maintaining consistent professional communication with the Customers on Incidents worked on.
- Monitor system alarms and open Incident Tickets based on observed alarms.

- Take ownership of all assigned tickets and drive to resolution; researching and escalating to vendor as necessary.
- Monitor daily, weekend and nightly backup jobs for failures and rerun the jobs as required.
- Should be flexible to work rotational shift to cover 24X7x365 shifts.
- Execute pre-planned system and network changes with instructions given. Monitor inflight changes being completed by third parties and other staff members. Perform health checks as required.
- Analyze alert's severity and perform initial triage and then escalate to other teams if required.
- Analyze service incidents and problems, identify risks, provide recommendations, and implement solution.
- Follow proper escalations process based on severity of the incident/alert.
- Take ownership of assigned tasks and follow KB instructions for any standard process.
- Perform specific task with instructions.
- Analysis and proper escalation of every incident.
- Enforce and follow Compugen ITSM policies, procedures and best practices.
- Demonstrated ability to work with customers in a wide variety of stressful situations.

Requirements

- A Computer Science degree or equivalent IT technical Diploma.
- Minimum 2 years of System Administration experience
- Experience with Active Directory Infrastructure, DNS, DHCP, Clustering services, Windows Security, deployment services, DFS and other Microsoft infrastructure services.
- Strong experience with Windows Server 2003, 2008, 2012 and be able to analyze and troubleshoot complex problems.
- Working experience with VMware and/or Hyper-V.
- Working knowledge of Exchange, Lync/Skype for Business and BES systems.
- Working knowledge of different MDM solutions like Xen Mobile.
- Experience with different AV solutions like Trend Micro, Symantec.
- Working experience with SCCM, WSUS, N-able patching tools.
- An understanding of SANs from companies such as NetApp, HDS, IBM, 3Par and EMC is an asset.
- Experience with SharePoint, Microsoft clusters, Citrix XenApp and other systems security products is an asset.
- A solid understanding of LAN and WAN networking.
- A good understanding of backup and recovery processes and applications.
- An understanding of UNIX and/or Linux system administration is an asset.
- Superior organization skills and a strong attention to detail.
- Proven troubleshooting and problem solving skills.
- Self-motivated and resourceful with good interpersonal skills.
- Team player - able to learn from and share knowledge with others.
- Proven ability to multitask and work under pressure in an environment of change.
- A willingness to learn new technologies while working in a fast changing environment.
- Excellent written and verbal communication skills, and ability to communicate complex ideas to a variety of audiences.
- Be effective at managing multiple tasks of varying complexities, meeting deadlines and working well under pressure, along with proven analytical and creative problem-solving abilities.
- Excellent customer service skills and a strong ability to diffuse tense customer situations and project a positive, confident outlook.
- Demonstrate leadership qualities.
- Ability to effectively train and share knowledge and expertise with other staff members.
- Proficiency required in MS Word, PowerPoint, Excel, OneNote & Visio.

- A strong understanding of ITIL practices.
- CCNA and MCSE Certification is preferred.
- Bilingual French is preferred

How to apply

Compugen will be at RNC Employment Services for a JOB FAIR on Tuesday, December 11th 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.