



SYSTEMS ADMINISTOR / IT SUPPORT ANALYST

Reporting To: VP of Information Technology

Our Client is the largest network of clinics of their kind in Canada, with a focus on building success for their clinics through delivery of world-class medical outcomes and best-in-class patient experiences. Over the past year, they've developed tremendous momentum in the marketplace and have acquired 11 clinics with over 22 locations across Canada.

Candidates who will be successful are passionate about bringing their knowledge and experience to work every day to bring an inspiring vision to life. We're creating a purposeful culture by bringing people together who value being part of a supportive collaborative team, while rolling up their sleeves to achieve success within our fast-paced entrepreneurial environment.

General Description

Reporting to the VP of Information Technology, the ideal candidate will primarily be responsible for taking on various IT projects, provide IT support to corporate head office employees, and working with other IT systems administrators across the company.

Description

The IT System Administrator role is to support and maintain organizational IT infrastructure, computer systems, desktops, and peripherals. That includes installing, diagnosing, repairing, maintaining, and upgrading all organizational hardware and equipment while ensuring optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via work order) in a timely and accurate fashion and provide end-user assistance where required.

Responsibilities

Strategy & Planning

- Support development and implementation of new computer projects and new hardware installations.
- Assist in developing long-term strategies and capacity planning for meeting future hardware and organizational hardware needs.

Acquisition & Deployment

- Conduct research on, and make recommendations for, hardware and software products in support of procurement and development efforts.

Operational Management

- Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including off-site repair for remote users as needed.
- Install, configure, test, maintain, monitor, and troubleshoot end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, software, and other products to deliver required desktop service levels.
- Construct, install, and test customized configurations based on various platforms and operating systems.
- Collaborate with Technology team members to ensure efficient operation of the organization's desktop computing environment.
- Where required, administer, and resolve issues with associated end-user workstation network software products.
- Receive and respond to incoming calls, pages, and/or work orders regarding desktop problems.
- Ensure that desktop connections, ie. network jacks are in proper working order.
- Prepare tests and applications for monitoring desktop performance, then provide performance statistics and reports.
- If necessary, liaise with third-party support and PC equipment vendors.
- Perform related duties consistent with the scope and intent of the position.

Position Requirements

Formal Education & Certification

- High School diploma or equivalent, and/or 3 years work experience in related field.
- Knowledge & Experience
- Excellent knowledge of PC and desktop hardware.
- Excellent knowledge of PC internal components.
- Good understanding of Office 365
- Understanding of networking concepts
- Hands-on hardware troubleshooting experience.
- Extensive equipment support experience.
- Working technical knowledge of current protocols, operating systems, and standards.
- Ability to operate tools, components, and peripheral accessories.
- Able to read and understand technical manuals, procedural documentation and OEM guides.

Personal Attributes

- Strong customer service orientation.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Good written, oral, and interpersonal communication skills.
- Ability to conduct research into PC and software issues and products as required.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Team-oriented and skilled in working within a collaborative environment.

Work Conditions

- Sitting, standing, or walking for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and other computer components.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- In-district travel is required for the purpose of on-site hardware and software troubleshooting and repair.

Additional Information

*This job description is not intended to be all inclusive. The candidate hired will also perform other reasonable related business duties as assigned by the supervisor. The company reserves the right to revise or change job duties as needed. 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 values diversity in its workforce, encouraging applications from all qualified individuals.

By applying to this position, you are confirming you possess either a Canadian citizenship, permanent resident status or valid work permit.

Please note: Reference Checks, Credit Checks and Criminal Background Checks will be administered on suitably qualified candidates.