

CAREERS

IT Systems Administrator

The IT Systems Administrator provides IT support to office staff and field personnel. They maintain all systems, networks, and servers.

Qualifications

- In-depth knowledge of Windows 11 operating system
- Experience in front line IT support
- Advanced knowledge of the maintenance and administration of network systems
- Experience with Windows Server 2019, including DHCP, DNS, and Active Directory
- Advanced knowledge of server architecture including Print Servers, Virtual Server Environments, backup services, DaaS, and Group Policy
- In-depth knowledge of Office 365 administration, including securities, Exchange, Entra, InTune, Purview, AD Sync, Teams, OneDrive, SharePoint, and Power Platform
- Proven capabilities in SQL Server 2012 and up, including maintenance, administration, and backups (experience with Sage and Viewpoint products is an asset)
- Ability to work with query-based software and tools including Crystal Reports, PowerBI, and SQL
- Proficient with VPN networks, firewalls, encryption, and other aspects of network security technologies
- Working knowledge of backup and disaster recovery systems
- Experience with installing and configuring network hardware such as firewalls, switches, and routers using VLAN and QoS
- Solid understanding of Microsoft Windows, Android, and iOS mobile operating systems
- Able to quickly diagnose problems, perform repairs on IT assets, and provide support for a wide range of applications
- Understanding of programming concepts, software development cycles, and associated tools and platforms
- Experience with inventory management processes
- Effective time management skills and the ability to prioritize and work on multiple projects in a fast-paced environment with minimal supervision on day-to-day tasks
- Sound judgment, excellent oral and written communication skills
- Proactive in ensuring job knowledge is current
- Approachable and able to explain technical concepts and theories to non-technical audiences

- Organized, self-motivated, and able to quickly adapt to changing priorities
- Demonstrated ability to grasp and translate technical concepts, think independently, and take the initiative required to resolve issues

Education & Experience

- Diploma or degree in Information Technology, or an acceptable combination of education and relevant experience
- Preferred certifications are A+ or Microsoft Administrator Certification path
- Network+ is an asset
- Minimum five (5) years of direct IT experience
- Experience working with ERP systems (Viewpoint Vista preferred)
- Knowledge of ITIL (Information Technology Infrastructure Library) is an asset
- Valid driver's license

Functional Responsibilities

- Act as the primary contact regarding IT support, data management issues, and reporting capabilities
- Diagnose and resolve end-user IT issues, PC hardware problems, computer peripherals, mobile devices, internet connectivity, configurations, and network issues
- Maintenance and configuration of full M365 environment
- Perform server software and firmware updates as required
- Install network equipment, server hardware, and related components
- Install and maintain hardware and software, desktop computers, Windows 11, printers, mobile network routers, and other communications equipment in both an office environment and on job sites
- Maintain securities for various systems including Viewpoint, Sage products, M365, and other cloud-based products as needed
- Perform daily backup operations ensuring recovery capabilities and database normalization and replication procedures
- Constantly monitor and assess systems to ensure processes are operating as designed
- Work with vendors and inform them when equipment needs to be replaced, refreshed, or repaired; monitor warranties on all IT assets
- Implementation, deployment, and operation of information systems and technology solutions for business needs
- Manage and audit IT inventory including software, licenses, and hardware

- Research and recommend appropriate technologies to support and improve corporate communications, efficiencies, access to information, and end-user productivity
- Advise management of new applications, new features, potential system enhancements in support of future requirements, and potential points of failure
- Create status reports as required and present findings to senior management
- Maintain confidentiality regarding the information being processed, stored, or accessed by the network
- Conduct training sessions for end users and create training materials and policies/procedures
- Act as a technical resource during other projects as required

Working Conditions

- Office atmosphere
- Able to crouch, crawl, or work in confined spaces or at heights as required
- Manual dexterity required to operate computer and peripherals
- Able to lift up to 50 lbs
- Periodic driving of a company vehicle
- Occasional visits to construction sites (hazards associated with the construction industry)