

CAREERS

IT Systems Administrator (Intermediate)

The Intermediate IT Systems Administrator provides practical, hands-on IT support to office and field personnel while helping maintain and improve JEN COL's systems, networks, Microsoft 365 environment, business applications, reporting tools, and technology processes.

QUALIFICATIONS

- In-depth knowledge of Windows 11 operating system
- Experience providing frontline IT support to both office and field-based users
- 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, research unfamiliar application issues, and provide support for a wide range of business 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 support requests, system administration duties, and project tasks 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, investigate unfamiliar issues, and take the initiative required to resolve problems or escalate appropriately

EDUCATION/LICENSES

- 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
- Valid driver's license

EXPERIENCE

- Minimum three to five (3–5) years of progressive IT support, systems administration, or business application support experience
- Experience working with ERP or business systems is preferred; Viewpoint Vista experience is considered an asset
- Experience with continuous improvement methodologies such as ITIL, LEAN, or similar process improvement frameworks is considered an asset

FUNCTIONAL RESPONSIBILITIES

- Act as a primary IT contact for user support, systems administration, business application support, data management issues, and reporting capabilities
- Provide first-response support for user-submitted IT requests, including hardware, software, Microsoft 365, printers, mobile devices, connectivity, account access, and business application questions
- Assist users by investigating issues, researching solutions, coordinating with vendors when required, and helping employees find the correct information or process
- Support common business applications used across the company, including troubleshooting, user guidance, access changes, documentation, and escalation where needed
- Create and maintain practical user guides, internal IT documentation, and repeatable support processes to reduce recurring issues
- Diagnose and resolve end-user IT issues, PC hardware problems, computer peripherals, mobile devices, internet connectivity, configurations, printers, and network issues
- Maintain and configure the full Microsoft 365 environment, including Entra ID, Exchange, Teams, SharePoint, OneDrive, Intune, security settings, and related administration tools
- 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 user access, security roles, permissions, and basic administration for systems including Viewpoint, Sage products, Microsoft 365, 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
- Manage and audit IT inventory including software, licenses, and hardware
- 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 practical training materials, user guides, policies, and procedures
- Participate as a technical resource on IT and cross-department technology projects, including system rollouts, integrations, reporting improvements, cybersecurity initiatives, hardware refreshes, process automation, and business application changes
- Assist with support, administration, testing, documentation, and troubleshooting for ERP and business systems, including Viewpoint Vista, Sage products, reporting tools, and other cloud-based applications
- Support data, reporting, and dashboard-related requests using approved tools such as SQL, Crystal Reports, Power BI, Excel, or system-native reporting functions
- Work with departments to understand recurring system or process issues and recommend practical improvements
- Stay informed on industry technology trends and provide recommendations to the IT Manager regarding opportunities to improve business operations, cybersecurity, productivity, and information management
- Track assigned project tasks and provide regular updates to the IT Manager
- Research, evaluate, and recommend emerging technologies, automation opportunities, AI capabilities, and other technology solutions to improve corporate communications, business efficiency, access to information, and end-user productivity

- Assist with technology initiatives that improve business processes, reduce manual effort, enhance decision-making, and increase operational efficiency
- Participate in testing, documentation, training, and user adoption activities for new technologies and business system enhancements
- Support the evaluation, implementation, and adoption of emerging technologies, including artificial intelligence (AI), automation, reporting platforms, knowledge management systems, and productivity tools

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)