

POSITION OUTLINE

Date: 2012-02-08

Position: Systems / Network Administrator

Department: Finance & Administration

Position Overview:

- The Systems / Network Administrator role exists within a centralized IT department, serving the needs of a dynamic and diverse group of companies operating in the high voltage equipment and installation contracting market, electrical distribution utility, electrical controls and security and monitoring businesses
- The role can be based out of either St. Thomas or Tillsonburg, Ontario. Some travel between these sites is required as well as occasional travel to other sites, mostly within Ontario
- Significant project work along with daily hands-on support is required
- Some external customer interaction is required
- A blend of system administration, network skills is required, at an intermediate level, along with exposure to industrial controls / networks, and integration with IT networks
- Exposure to security monitoring systems is considered an asset

Position Purpose

- Install, monitor and maintain computer systems and networks
- Troubleshoot system and network problems, diagnose and solve hardware/software issues internally and externally with customers
- Provide support to internal users, including procedural documentation
- Support and configure network applications
- Assist with establishing and implementing policies, procedures, and technologies to ensure security and availability
- Research, assess and recommend new technology products and services
- Maintain and support emergency backup for all systems

Required Education and Experience

- A diploma or degree in computer systems, network or systems administration or a related discipline
- A minimum of 3 - 5 years of relevant experience
- Excellent ability to troubleshoot and problem solve
- Excellent verbal and written communications skills, including the ability to interface with external parties
- In-depth knowledge of Microsoft Windows server platform, SQL Server, SharePoint, Exchange and other Microsoft products

- Experience configuring and maintaining server environments and associated network equipment
- Experience with server performance tuning and monitoring tools, virtualized server environments
- Familiarity with TCP/IP network protocols, firewall management
- Exposure to industrial controls / networks, SCADA systems, integration with IT networks
- Exposure to telephony systems is an asset
- Understanding of and alignment with the organization's goals and objectives
- Ability to conduct research into resolving issues and enhancing infrastructure environment
- Highly self-motivated and directed, with keen attention to detail
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize tasks
- Strong customer service orientation