

ROLE PROFILE

Title:	IT Senior Systems Administrator
Function:	Technology Infrastructure
Reports To:	Director, Information Technology Operations
Location:	Toronto
Type:	Full-Time

Role Description

The IT Systems Administrator provides support to all Exchange Solutions corporate infrastructure and end users. This position provides technical support for internal end users while maintaining and enhancing the technology infrastructure. The Systems Administrator is expected to assist on other business when necessary and advance Exchange Solutions' overall internal operations objectives and processes.

Primary Responsibilities

- Provide technical support to internal and external stakeholders (onsite and remote support)
- Troubleshoot OS/Hardware issues with Windows and Mac user desktops and laptops
- Troubleshoot OS/hardware issues with iOS and Android mobile devices
- Provide application support for corporate applications such as Adobe suite, Antivirus, financial applications, O365, etc...
- Provide server and application level support for corporate technologies: MS Exchange, Windows and Linux servers, Domain and Webservers, OpenVPN, Antivirus, MS Office, o365 etc.
- Follow internal processes to onboard and offboard employees. Assist with internal employee seating changes and office moves.
- Responsible for SOC2 and PCI compliance activities such as access review, access point scanning, onboarding and offboarding, etc..
- Respond to monitoring alerts and troubleshoot infrastructure and network related events
- After hours support required for impactful changes and incidents related to IT infrastructure or critical end user support
- Maintain and develop thorough documentation in ticket systems and knowledge base

- Establish and maintain effective working relationships across the organization.
- Actively participate in the overall business, operations, and culture of the company.
- Mentor Junior IT Systems Administrator

Capability Requirements – education, skills & experience

- 5 years of experience in a small to mid-size company as technical support or Corporate IT support.
- Post-secondary education in technology support services or equivalent capability from relevant work experience
- Strong skills in Microsoft Exchange, Microsoft AD/Domain Administration and MS Office 365
- Skilled in Microsoft Azure / Azure AD/ADFS
- Experience with virtualization such as VMware / Proxmox
- Experience with backup technology such as Netbackup
- Experiencing with compliance processes such as SOC2/PCI/ITIL
- Strong skills in providing end user support for office applications such as MS Office suite (Excel, Word, PowerPoint, Access, Outlook)
- Proven skills and experience supporting end users running various MS & MAC Operating Systems
- Fundamental understanding of LAN and IP networking
- Possess excellent troubleshooting and problem-solving skills
- Takes the initiative and autonomously learns new technologies.
- Must demonstrate superior organization and prioritization skills.
- Has a general curiosity and interest regarding how technology works.
- Possesses the ability to function in a dynamic team environment, including the ability to work independently and effectively coordinate with cross-functional teams.
- Solid communication and interpersonal skills, particularly: acute listening; translation of service needs.
- Strong client services orientation – quick study, dealing with clients, solution oriented, demonstrates professionalism, creative, flexible & adaptive.
- Able to work in a fluid/dynamic environment and respond to changing client/project requirements.
- Strong attention to detail, energetic and driven to produce results
- Experience with linux administration and AWS would be an asset.

