

## JOB DESCRIPTION

**Job Title:** Systems Administrator - Tier 2

### GENERAL SUMMARY:

The System Administrator is a strategic technical position within the organization. This position is responsible for maintaining the design and integrity of customer's software/hardware systems, along with coordinating and executing complex projects.

### Essential Duties and Responsibilities:

- IT support relating to technical issues involving Microsoft's core business applications, as well as virtual environments built on Microsoft, and VMware
- 3-5 years' experience in a tier 2 position, or escalated service position
- Design, implementation, and support services for Microsoft related technologies: Windows Server, Exchange, SQL, SharePoint, etc.
- Engineer and implement system solutions for customers using technologies that meet their needs
- Implement and support disaster recovery solutions
- Technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security
- Remote access solution implementation and support: VPN, Terminal Services, LMI
- System documentation and consulting services to include system reviews and recommendations
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages
- Implementing/Supporting infrastructure running VMWare ESXi base operating systems or Microsoft Hyper-V
- Problem solving, troubleshooting and analytical skills with the ability to define problems, collect data, establish facts and draw valid conclusions to respond to common inquiries or escalations from end users
- Common sense approach that leads to effective and efficient troubleshooting diagnosis and resolution of escalated issues
- Ability to multi-task and prioritize multiple tasks in a helpdesk environment

### Additional Duties and Responsibilities:

- Improve customer service, perception, and satisfaction
- Ability to work in a team and communicate effectively
- Escalate service or project issues that cannot be completed within agreed service levels
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs
- Document internal processes and procedures related to duties and responsibilities
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry

**Knowledge, Skills, and/or Abilities Required:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are

representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, SonicWall CSSA, Cisco CCNA, or VMware VCP
- Working knowledge of Macintosh OS is an asset
- Working knowledge of Connectwise is an asset
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
- Diagnosis skills of technical issues
- Ability to multi-task and adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization's key IT services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast moving environment
- Must be fluent in English with above average communication and interpersonal skills
- Must have a valid class 5 BC Driver's license and dependable vehicle