

Job title:	Systems Administrator
Department:	IT
Location:	Calgary, Alberta
Supervisor:	IT Team Lead

JOB DESCRIPTION

About Network Innovations

Network Innovations is a leading provider of Satellite & Communications services including VSAT networks, Mobile broadband, Push-to-Talk and Satphone solutions. NI serves clients across the globe in the Government, Media, Energy, Maritime, and Aero markets. With headquarters in Calgary, Canada, we have regional offices across North America, Europe, and Asia Pacific, and we work with over 200 partners operating globally.

Job purpose:

This role is responsible for managing the day to day operations of workstations, servers, VMs in our physical and cloud datacenters with the goal of ensuring that our technology infrastructure runs efficiently, is regularly backed up, and is highly available. This includes cybersecurity audits, and asset & patch management across all managed systems. The System Administrator also interfaces with external vendors and internal dev teams for Business Systems, and with end users of the infrastructure and Business Systems. This role will be on call for after hours support.

Duties and responsibilities:

- Server and Workstation Operational Administration
 - Support the installation, maintenance, and sustainment of approximately 300 workstations and servers globally – physical and virtual
 - Build test and deploy applications, workstations and servers ensuring security standards are maintained
 - Provide reports on assets and patching status and any trends seen to help improve the health of the environment.
- System and Applications
 - Work with Business Systems teams (ERP, CRM) to ensure database, file system, VM access is in accordance with application needs, and user profiles are linked to AD and other IT systems (eg. O365 Mailboxes).
- Business Continuity
 - Perform and test system backups/off-site replication and restores to ensure swift recovery

- Utilize internal change management process and work with other business units to minimize downtime
- Maintenance / Administration
 - Field, review and resolve issues as escalated by internal business units
 - Provide root cause determination in the event of failures and plan relevant mitigation strategies.
 - Planning outages and maintenance around global time frames.
 - Provide on site and remote technical support including on-call after hours
- Monitoring
 - Monitor security vulnerabilities for the protection of computer systems, networks and data, respond to any threats.
 - Monitor performance metrics, and alerts to anticipate issues
- Documentation/Reporting
 - Produce and present documentation, training and standard operating procedures for both internal, customer and PCI compliance use.
 - Communication with end users as required, including keeping them informed of incident progress, notifying them of impending changes or agreed outages.

Qualifications:

Required Experience & Skills

- 3+ years experience as an IT Systems Administrator
- Bachelor's Degree or diploma in Information Technology or equivalent;
- SCCM & Intune/Endpoint Manager experience – image deployment, device/software deployment and managing patch cycles
- Proficient with the following technologies:
 - Active Directory, DNS, DHCP, Group Policy, O365, Windows 10/11, Windows Server 2016 and above.
- Virtualization experience ie. VMWare or Hyper-V

Nice to have

- 5+ years experience as an IT SysAdmin for a Network Services Provider
- Scripting – PowerShell, Power CLI
- Experience working with Veeam, HP Nimble and StoreOnce, MS Exchange
- Experience working with Linux based operating systems
- Experience with Solarwinds Orion monitoring suite
- Microsoft Azure or AWS experience

Mindset

- Customer focus
- Complex problem solving: Systems-level approach
- Creative, collaborative, and open-minded
- Self-Driven
- Strong communicator

- Passion and pride in your work

Working conditions: (Consistent HR Language)

This position will normally have office hours of 8am to 5pm local time, Hybrid - 5 days a week. However, the incumbent must be available 24/7 x 365, within reason, to address issues in the IT environment. The position operates in a professional office environment. This role routinely uses standard office equipment and software.

Physical requirements:

An ability to travel globally. A valid passport without restrictions. Sitting and using a computer for extended periods of time. An ability to lift 50+ lbs.

Disclaimer Statement: This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.