ROLE PROFILE

Title:	IT Systems Administrator
Function:	Information Technology
Reports To:	Manager, Corporate IT and Security
Location:	Toronto
Type:	Full–Time

Role Description

In this junior role as an IT Systems Administrator, you will play a crucial role in supporting our dynamic multi-Cloud infrastructure, encompassing Azure, Office 365, and AWS, alongside maintaining our internal office environment. Your responsibilities will involve providing technical support to internal and external stakeholders, actively participating in the administration and configuration of Microsoft Azure and Microsoft Intune, and ensuring the optimal performance, security, and scalability of our Cloud environments.

Primary Responsibilities

Multi-Cloud Infrastructure and Office Environment:

- Support and maintain our multi-Cloud infrastructure, covering Azure, Office 365, and AWS.
- Collaborate with teams to ensure optimal performance, security, and scalability of Cloud environments.
- Participate in the administration and configuration of Microsoft Intune for endpoint management, security, and compliance.
- Collaborate with the IT security team to implement and enforce Intune policies.
- Support our Azure infrastructure by administering users, groups, and Enterprise Applications via SSO with a Role Based Access Control mindset.
- Administer SharePoint, providing RBAC permissions to various sites and creating sites for teams as necessary.
- Maintain, support, and enhance the internal technology infrastructure.

<u>Technical Support and Server, Application Maintenance:</u>

- Provide technical support for desktops, mobile devices, laptops, Windows and Linux servers, and corporate network and Wi-Fi.
  - Troubleshoot break-fix incidents, offering both onsite and remote assistance.
- Provide server and application-level support for corporate technologies, including Windows and Linux servers, domain and web servers, MS Office, and Office 365.
  - Support various boardrooms, including hardware and Teams-based access.
- Respond to monitoring alerts and troubleshoot infrastructure and network-related events.
- Provide occasional off-hours support as needed.

<u>Other:</u>

- Establish and maintain effective working relationships across the organization.
- Follow internal processes for onboarding, offboarding, employee seating changes, and office moves.
- Actively participate in the overall business, operations, and culture of the company.

Capability Requirements – Education, Skills & Experience

- Post-secondary education in technology support services or equivalent capability from relevant work experience.
- 3+ years of experience with multi-Cloud environments (Azure, Office 365, AWS).
- Proficiency in Microsoft Intune administration.
- Troubleshooting skills for desktops, mobile devices, laptops, Windows and Linux servers, and corporate networks.
- Analytical mindset with the ability to troubleshoot and resolve technical issues in a timely manner.
- Fundamental understanding of LAN and IP networking.
- Willingness to learn and adapt to new technologies and challenges.
- Takes initiative and autonomously learns new technologies.
- Superior organization and prioritization skills.
- General curiosity and interest in how technology works.

- Ability to function in a dynamic team environment, working independently and coordinating with cross-functional teams.
- Solid communication and interpersonal skills, particularly acute listening, and translation of service needs.
- Strong client services orientation, demonstrating professionalism, creativity, flexibility, and adaptability.
- Comfortable and effective in a fast-paced, high-volume, evolving, and constantly shifting priority environment.