

Intermediate System Administrator

Job summary

Reporting to the Information Technologies Manager, the Intermediate System Administrator is in charge of installing and configuring workstations. The Intermediate System Administrator is also providing support to corporate users in local and remote offices on Windows based systems as well as supporting various end-user and server based applications.

Roles and responsibilities

- Be the first point of contact on the helpdesk, resolve first and second helpdesk incidents with the appropriate prioritization and urgency.
- Administer the corporate helpdesk and asset management application, performing any needed updates and maintenance.
- Create and maintain the corporate active directory user, computer and group accounts.
- Using SCCM and related technologies to deploy the necessary OS and application installation packages for corporate computers.
- Support corporate server applications.
- Maintain the corporate asset inventory.
- Assist in the selection and testing of hardware and software required to address end-of-life issues as well as new initiatives.
- Software installation and troubleshooting.
- Provide training to end-users on application and hardware use.
- Produce and maintain knowledgebase documentation necessary for the effective support of the corporate end-user.

Qualifications and experience

- College diploma in computers / networking
- 3 to 5 years experience working in a customer support center environment
- Experience working with Microsoft servers such as SCCM and Exchange
- Ability to work in a team and with inexperienced users
- Innovative
- Excellent interpersonal skills
- Excellent problem solving skills
- Fluently bilingual (French and English)