



# Systems Administrator

## Full Time Contract

### In Sault Ste. Marie, Ontario

CX Solutions, is a Privately held, Canadian multi-disciplinary company delivering Iconic Customer Experience Solutions through BPO Operations delivery, Consulting and Technology Innovation services. We are headquartered in Toronto, Ontario with a division in Sault Ste. Marie. The European division of CX Solutions, "CX Technology Solutions" is headquartered in Nis, Serbia serving Germany and the UK.

We are looking for a Systems Administrator based out of our Centre of Excellence in Sault Ste. Marie.

#### ***This is a great opportunity for the right individual***

The Systems Administrator oversees and supports the day-to-day operation of computer systems and networks, ensuring reliable performance and data integrity in local area networks (LANs), wide area networks (WANs), and organization intranets. In this role, the Systems Administrator evaluates business needs while setting up and maintaining computer networks, monitoring network and system performance, and collecting data to enhance security and reliability.

This IT role reports to Chief Technology Officer and works closely with internal IT personnel and external clients on maintenance and deployment tasks as well as direct user support (such as connectivity issues, hardware and software support, upgrades and migrations).

#### ***We Offer***

- A safe, fun, and inclusive work environment where everyone is valued and treated with respect
- Health and Safety is of extreme importance, and we take all required measures to ensure the well-being of our team
- Learning and promotion opportunities in a fast-paced and growing high-tech company
- Competitive Performance Incentives and Benefits

***Location:* CX Solutions - Canadian Operations– 258 Queen St. E., Sault Ste. Marie**

#### ***The Role***

- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, virtualization and Cloud environments
- Install and upgrade computer components and software, including applying security patches, manage virtual servers, and integrate automation processes
- Maintain and support internal and third-party software packages and escalate issues to vendors as appropriate
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
- Provide documentation and technical specifications to Chief Technology Officer for planning and implementing new or upgrades of IT infrastructure and applications

- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- Lead and attend to desktop and helpdesk support issues, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions
- Maintain confidentiality regarding the information being processed, stored, or accessed by the network
- Responsible for capacity, storage planning, and database and system performance
- Provide technical support for employees, set up accounts and workstations

### **You have**

- Bachelor's degree or College Diploma in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience required 3-5 years of system administration experience
- System administration and IT certifications in Microsoft, or other network related fields are a plus
- Working knowledge of virtualization and remote desktop configuration and management
- Strong knowledge of systems and networking software, hardware, and networking protocols Significant additional database administration, particularly SQL is a plus
- Experience with Cloud Technologies such AWS, Azure, Office365, a must.
- Experience with scripting and automation tools is considered a plus Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices
- Strong knowledge and understanding of basic networking concepts, including IP Addressing/ subnetting/protocols
- Strong knowledge of troubleshooting techniques and windows networking, including TCP/UDP, DNS, DHCP, FTP, SSL, IP, HTTP, SSH.

### **Skills**

- Hardware and software configuration – skilled at configuring software and hardware including networks, and operating systems
- Information security – firm grasp of best practices and procedures to ensure that organization data is protected from intrusion or corruption
- Problem-solving skills –creative and technical problem-solving skills troubleshooting networks, computers and devices.
- Communication skills – strong written and verbal communication skills to work with both users and IT specialists
- Time management – effective scheduling and time management to balance organization-wide concerns with individual user support

### **Are you a fit?**

If you feel you are fit for this role please forward a covering letter and resume to [recruitment@cxolutions.ca](mailto:recruitment@cxolutions.ca).

### **COVID-19 considerations**

Based on the Ontario COVID-19 workplace safety plan recommendations, we have developed and keep current our CX Solutions COVID-19 Safety Plan for the workplace that includes the following COVID-19 precautions:

- Plastic shields at work stations
- Masks provided and required when not at work stations
- Daily COVID-19 and temperature screenings
- Social distancing guidelines in place
- Sanitizing, disinfecting and cleaning procedures in place

### ***Equal Opportunity Employer***

*CX Solutions provides equal employment opportunity for all applicants and Employees and do not discriminate on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability or any other characteristic protected by local law.*