# CBV COLLECTION SERVICES LTD.

**Position Description**
**IT Department**

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**Position Title:** Senior Systems Administrator
**Reports to:** IT Infrastructure Manager
**Department:** IT Department
**Location:** Vancouver (Burnaby)
**Date Prepared:** March 25, 2022

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## Position Summary:

Reporting to the IT Infrastructure Manager, the Senior Systems Administrator would assist in the daily operations and projects with application servers, file and printer servers, e-mail servers, telephony servers, corporate directory, network related operations, Security footprint and audits, helpdesk troubleshooting and act as the escalation point for Helpdesk team in all offices. This role will also participate in helping updating disaster recovery plans, testing and will act as a back-up for alternate locations supporting the IT Manager. This position requires some flexible scheduling.

## Essential Duties & Responsibilities:

- Install, update and maintain all servers; network, telephony, VoIP and voice mail hardware for all offices.
- Install, upgrade, patch and monitor operating system software, e-mail, backup, voice mail and other software.
- Deployment of new software/hardware.
- Monitor systems usage.
- Assists in Network design and monitoring; maintenance for network hubs, switches, routers, firewalls, remote access server and VPN.
- Assist clients with remote connectivity and access of their data in our systems.
- Install and monitor lines, servers and equipment to provide adequate services. Administer user accounts and security.
- Optimal installation of software in PCs, file and printer servers.
- Security hardening of servers and endpoints.
- Assist Helpdesk Team with troubleshooting and resolving escalated issues.
- Research and troubleshoot problems related to servers, network and PC integration.
- Escalate calls when necessary to the IT Manager.
- Other duties as required

## Nice to Have:

- Experience with PCI and ISO certification and audits
- Call Centre experience
- Linux server experience

## Internal Contacts:

Senior Systems Administrator reports directly to IT Infrastructure Manager.
Senior Systems Administrator will liaise frequently with all members of the IT department, Managers, Supervisors and all other departments.

## External Contacts:

This position requires contact with software vendors, hardware vendors, Telecomm vendors, Internet Service Providers, and Clients.

## Experience & Qualifications:

- Completed Post secondary education in Computer Sciences.
- MSITP certification, TCP/IP and Exchange options.
- Excellent knowledge of Windows 10/11.
- 3 years experience with administration of Microsoft Server Operating System.
- 2 years experience administration of Microsoft Exchange.
- 3 years experience administering an Ethernet network with TCP/IP protocol, including firewalls, VPNs, switches, hubs and unified messaging using Cisco hardware.
- 2 years working with virtualization, preferably VMWare.
- Experience using software like SCCM, Intune, SIEM etc.
- Quick understanding & willingness to learn new computer technologies.
- Positive attitude & organized with strong interpersonal, verbal & written communication skills.
- Ability to work under pressure and meet deadlines.
- Self-motivated, prompt, & the ability to work independently.
- All other duties as required.

## Required Competencies:
- In-depth problem solving and analysis.
- Decisive Judgment.
- Planning and Organizing.
- Driven for results.
- Customer Focus.
- Teamwork and Collaboration.
- Interpersonal Communication.