

Job Title: **System Administrator**
Department: **IT**
Reports to: **Manager, IT Operations**

Summary

BCiB is the provincial Crown Corporation responsible for implementing the Community Benefits Agreement (CBA) on select public infrastructure projects. The CBA prioritizes hiring of local, Indigenous, women, people with disabilities and other underrepresented groups and enables a culturally competent and respectful worksite. BCiB is committed to growing and mobilizing a safe, diverse, and skilled workforce and increase opportunities for apprenticeships.

Reporting to the Manager, IT Operations, the System Administrator is part of a small cross-functional team that keeps the BCiB corporate networks, servers, storage, and applications running smoothly, efficiently, and securely. This role provides end-user Tier 1 and Tier 2 support for a wide array of network devices, VoIP, application, and desktop systems, as well as managing small-scale technology implementation projects.

BCiB is looking for a candidate that has a friendly attitude, good technical knowledge and the ability to communicate effectively with end users to understand their technical issues and explain solutions in a calm and patient manner.

Essential Duties & Responsibilities

- Serve as the first point of contact for end users seeking technical assistance through a ticketing system.
- Responsible for workstation set up.
- Responsible for user access requirements and requests.
- Responsible for software upgrade/support and installation.
- Serve on the Change Control Board (CCB).
- Responsible for ensuring workstations are patched with the latest Microsoft updates.
- Participate in on-call rotation.
- Troubleshooting wide array of issues related to desktops, mobile, and network.
- Lead small-scale IT infrastructure projects to deliver new deployments, upgrades and changes to server, peripheral and desktop infrastructure.
- Participate in project work and operational support, as necessary.
- Assist with IT Operations assignments as required.

Desired Skills & Qualifications

Technical Skills:

- Strong knowledge of systems and networking software, hardware, and networking protocol.
- Proven work experience in IT
- Strong knowledge of MS Windows 7, MS Windows 10, and Mac OS.
- Strong knowledge of Windows domain environments operations (Active Directory / Group Policy, Windows Update, imaging, and backups, DHCP and DNS).
- Strong knowledge of Windows Server OS (2008 R2 and later).
- Knowledge and understanding of Office 365 and Microsoft Exchange 2016.
- Knowledge and understanding of cloud services such as AWS and Azure.
- Knowledge and understanding of mobile device management.
- Intermediate networking skills.
- Ability to diagnose and resolve basic as well as complex technical issues.
- Ability to escalate issues when required.

Analytical and Communication Skills:

- Customer-oriented
- Proactive problem solver with a can-do attitude.
- Constant learner, eager to stretch their skills.
- Excellent written and oral communication skills.
- Other skills:
- Must have valid driver's license
- Able to lift at least 50lbs

Education and Experience

- Associate or bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience required.
- Microsoft Windows certification.
- 2+ years of directly relevant experience.

BCIB is an equal opportunity employer and welcomes all those interested in the role to apply. BCIB staff will review all applications received, but only those shortlisted will be contacted for a follow-up interview.

Please send your resume and cover letter to jobs@bcib.ca