

## **Systems Administrator Assistant**

Execulink Telecom – Woodstock, ON

### **About this Opportunity**

This position is responsible for assisting the Systems Administrator with the day-to-day proactive maintenance and monitoring of the Local Area Network (LAN) and customer facing ACD phone system. It includes performance of a variety of evaluation, installation, maintenance and training tasks to ensure LAN performance meetings company and user requirements.

### **Position Details:**

- Permanent full-time, forty (40) hours per week.
- Regular hours 8:00 a.m. - 4:30 p.m., weekdays
- Occasional off hours maintenance duties may be required

### **Duties include, but are not limited to:**

- Administer network workstations, utilizing TCP/IP networking protocols and/or one or Windows based systems.
- Assist personnel of other departments as a computer and phone client resource by providing orientation to new staff.
- Assist with administration, maintenance and training on the CIC and ACD phone system
- Investigate user problems, identify root cause, determine possible solutions, test and implement solutions.
- Assist with the building/installation, configuration and maintenance of workplace computers, Windows 2008/2012 Servers, other file and print servers, Ethernet networks, network cabling and other related equipment, and related peripherals.
- Installation and upgrades.
- Assist with the evaluation of possible purchases of computers, network hardware, peripheral equipment and software.
- Troubleshooting networks, systems and applications to identify and correct malfunctions and other operational difficulties.
- Provide training to users as part of the onboarding process, training and instruction for system users on operating systems
- Anticipate communication and networking problems and assist with the implementation of preventative measures.
- Perform maintenance requirements following company and vendor standards as assigned by the LAN Administrator.
- Ensure timely user notification of maintenance requirements and effects on system availability.
- Investigate, recommend and install enhancements and operating procedures that optimize network availability.
- Maintain strict confidentiality with regard to the information being processed, stored or accessed by the network.
- Document network problems and resolutions for future reference
- Provide computer related and phone client orientation to new staff
- Maintain neat and orderly network records for future reference
- Additional tasks as requested by the LAN Administrator
- Any other duties as may be assigned from time to time

### You Offer

- Proficient knowledge of the current Windows Operating System
- Proficient knowledge of Windows Active directory and Microsoft Exchange server 2010/2013.
- Working knowledge of the internet related protocols (TCP/IP, DNS, POP, SIP, SMTP, IMAP, FTP)
- Experience with the following programs: Google Chrome, Internet Explorer, Microsoft Outlook, Mozilla Fire Fox, Thunderbird, Safari and Microsoft Office suite of products.
- Excellent and proven troubleshooting skills
- Excellent organizational and documentation skills
- Ability to work independently or within a collaborative environment
- Requires regular communication with others throughout the workplace and/or giving or receiving information outside the organization
- Excellent interpersonal, listening, talk and type skills are required
- A strong understanding of networking protocols (OSI model)
- An understanding of Cisco IOS and networking in general
- Valid Class G Driver's licence

### What We Offer

- Full benefits package including medical, dental, vision, retirement savings, health & wellness program, employee discount plan, tuition reimbursement program & interest free computer loans!
- A rewarding, challenging, and fun place to work, and all of the benefits that go along with it!

### How to Apply

- In your cover letter tell us why you think you would excel as a member of our team!
- Submit your cover letter and resume in confidence to [work@execulinktelecom.ca](mailto:work@execulinktelecom.ca) **no later than 4:00 p.m. Monday, January 14, 2019.**

### Not the right fit this time? Follow us on our social media pages!



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### About Us

At Execulink Telecom, the largest locally owned independent telecom company in Southwestern Ontario, our only goal is to enhance your lifestyle at home, work and play. As we grow rapidly, we have an unwavering commitment to continue to build a positive team, with a friendly, family spirited approach. The selection of exceptional talent is important to us! When you join Execulink, you're joining a team that's focused on not only providing an AWESOME experience to our customers, but to our employees as well. We live and breathe our Mission, Vision and Values, and are searching for individuals who are excited to contribute and do the same!

*Execulink Telecom is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.*