Systems Administrator
Execulink Telecom – Woodstock, ON

About this Opportunity
This position is responsible for 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 meets 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:
- Administering network, workstations, utilizing TCP/IP networking protocols and Windows based operating systems.
- Assisting personnel of other departments as a computer and phone client resource by providing orientation to new staff, troubleshooting networks, systems and applications to identify and correct malfunctions and other operational difficulties.
- Administration, maintenance and training on the ACD & CIC phone system
- Investigate user problems, identify root cause, determine possible solutions, test and implement solutions.
- Installation, configuration and maintenance of workplace computers, Windows 2016/2012/2008 Servers, other file and print servers, Ethernet networks, network cabling and other related equipment, and related peripherals.
- Performing software and application development, installation and upgrades.
- Procurement of computers, network hardware, peripheral equipment and software
- Plan and implement network security, including building, monitoring and maintaining firewalls, applying cryptography to network applications, managing host security, file permissions, backup and disaster recovery plans, file system integrity and adding and deleting users.
- Developing and conducting various training and instruction for system users on operating systems, relational databases, and other applications; assist users in maximizing use of networks and computing systems.
- Anticipation of communication and networking problems and assist with the implementation of preventative measures.
- Performing maintenance requirements following company and vendor standards as assigned by the Service Operations Manager.
- Maintaining strict confidentiality with regard to the information being processed, stored or accessed by the network.
- Documenting network problems and resolutions for future reference.

You Offer
- Excellent and proven troubleshooting, organization and documentation skills
- Ability to work independently or within a collaborative environment
- 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.
- Proficiency in the following:
  - Knowledge of the current Windows Operating System and exposure to MAC OS is a plus, Hyper V/VM Ware and VDI
  - Setting up POE switches and basic understanding of Cisco or Juniper routers, wireless network and security administration
  - Domain Controllers, Windows Active directory and Microsoft Exchange server 2016/2013/2010
  - Internet related protocols (TCP/IP, DNS, POP, SIP, SMTP, IMAP, FTP) administration and configuration of CIC and ACD phone systems and configuration of smart phone provisioning using Active Sync
  - Setup, administration and configuration of MFP and FPS.
  - Sharepoint or Laserfiche
  - Windows 10 Administration and Troubleshooting
  - Creation administration, troubleshooting and maintenance of the Images
- Working knowledge of Camera and monitoring systems.
- Experience with the following programs: Google Chrome, Internet Explorer, Microsoft Outlook and Microsoft Office 2016 or Office 365.
- 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 **no later than 4:00 p.m. Friday, January 11, 2019.**

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

https://www.facebook.com/ExeculinkTelecom/

https://www.linkedin.com/company-beta/2244877/

@Execulink

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.