



JOB PROFILE

Date: September 8, 2020
Position: Systems Administrator
Status: Full Time
Shift: Monday - Friday
Hours: 7.5 Hours/Day
Location: Burnaby

Hemlock Printers Ltd. is an internationally recognized leader in print communications with our manufacturing plant in Burnaby, British Columbia and sales associates in Burnaby, Seattle and San Francisco. For more information, please visit www.hemlock.com.

We have an opening for a Systems Administrator to join our IT Department. As part of the Hemlock IT team, this position will assist the IT Manager with the deployment, monitoring, maintenance, development, and support of all IT systems, networks, virtualizations, applications, and assets. They will provide desktop and helpdesk support, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.

Core Responsibilities:

- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes.
- Apply desktop and server operating system updates, patches, and configuration changes.
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues ensuring that the network infrastructure is up and running.
- Perform regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.
- Provide documentation and technical specifications to IT for planning and implementing new or upgrades of IT infrastructure.
- Notify clients and corporate users of service interruptions and planned maintenance.
- Provide desktop and helpdesk support, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.
- Maintenance of capacity, storage, and database performance.
- Maintain 3CX phone system, Active Directory and Group policy, firewall configuration.
- Add, remove, or update user account information, resetting passwords, etc.
- Maintain security aspects of the IT Department, including audits, vulnerability tests, compliance data gathering, and other security related tasks as appropriate.
- Document the configuration of the system.
- Ensure equivalence between dev, test and production environments.
- Train users.
- After hours on call and support.



Skills & Qualifications:

- Associate or Bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience required.
- 2+ years of database, network administration, or system administration experience.
- System administration and IT certifications in Linux, Microsoft, or other network related fields are a plus.
- Working knowledge of virtualization, VMWare, or equivalent.
- Strong knowledge of systems and networking software, hardware, and networking protocols
- Experience with scripting and automation tools.
- Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols.
- Strong written and verbal skills.

If you are interested in this opportunity, please forward your resume to hrd@hemlock.com and quote "SYSTEMS ADMINISTRATOR" in the email subject line. Links will not be accepted.

Open Until Filled.

We would like to thank all applicants for their interest, however only short-listed candidates will be contacted.