



JOB PROFILE

Date:	April 24, 2023
Position:	IT System Administrator
Status:	Permanent, Full Time
Shift:	Monday to Friday
Hours	8 Hours/Day
Location	Burnaby, BC
NOC	22220
Pay Scale	\$54912 - \$61802

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

Due to an internal transition, we have an opening for an **IT System Administrator** in our IT Department. The position is responsible for the administration, maintenance and support activities of Hemlock's computer systems. They ensure that the system, especially the servers, run smoothly and securely.

You would assist the IT Manager with the deployment, monitoring, maintenance, development, and support of all IT systems, networks, virtualizations, applications, and assets. You would also work closely with several teams throughout the company to ensure unified performance and operation.

The position is Monday to Friday, 8.0 hours per day.

GOALS OF THE POSITION

- Minimize service interruptions and downtime.
- Ensure Hemlock employees have all the IT resources and assistance they need to accomplish their tasks.
- Keep up to date documentation of all network, hardware and software systems. Provide excellent customer support for end-users of Hemlock's ERP and other print production software

POSITION RESPONSIBILITIES

- Respond to IT trouble tickets from other Hemlock and Hemlock Group employees
- 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.
- Conduct regular maintenance of capacity, storage, and database performance.
- Maintain 3CX phone system, Azure, Active Directory, SharePoint, Microsoft 365, Group policy, firewall configuration, backup systems,
- Add, remove, or update user account information, resetting passwords, etc.
- Maintain security aspects of the company, including audits, vulnerability tests, compliance data gathering, and other security related tasks as appropriate.
- Develop training documentation for new processes and software
- Assist software developers with maintaining development systems, production systems and deployment pipelines
- Assist the ERP Administrator in deploying and maintaining IT resources as needed
- Train users in the use of various systems
- Maintain and ensure physical infrastructure is kept clean and organized, including server rooms, IT storage areas and work areas.
- Set up, deploy, maintain, and repair end user workstations as needed.
- Keep IT asset lists current and accurate
- Maintain, provide support, and train users on company provided mobile devices as needed.
- Provide after hours on call and support when required



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, Microsoft Hyper-V, or equivalent
- Strong knowledge of systems and networking software, hardware, and networking protocols
- Experience with remote administration and cloud administration tools
- Experience with scripting and automation tools
- Experience with a managed service provider an asset
- 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 capability and desire to learn new concepts and keep current with technological advancements
- Strong written and verbal skills, and an ability to support and interact with coworkers with varying IT skills at all levels of a company.

BENEFITS

- Extended Health and Dental (incl. of Vision & Prescriptions), Life, AD&D, Short-term Disability and Long-term Disability Insurance package
- Vacation and Care/Sick pay
- Group RRSP
- Profit Sharing
- Employee & Family Assistance Program
- Transit/Compass Card program
- Free Electric charging stations & onsite parking

Hemlock Printers is committed to building a diverse and inclusive workplace. We strive to ensure our internal policies and practices recognize the value of diversity, inspire employee participation and are free of barriers for advancement. Our goal is to provide equal possibility for everyone and for every employee to feel safe, valued, empowered, and respected for their contributions to our shared purpose. All those who would contribute to the further diversification of our community are encouraged to apply.

If you are interested in this opportunity, please forward your resume to hrd@hemlock.com and quote **IT System Administrator** in the email subject line.

Open Until Filled.

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