

# System Administrator

## Who You Are

I am a team player who enjoys collaborating with others, but I can also work independently. I am resourceful and always eager to find solutions to problems. I am curious and constantly seek to expand my IT knowledge. As a problem solver, I work well under pressure and can quickly assess, identify, and resolve the root cause of an issue. I can be a key contributor to delivering small- to medium-sized IT projects from start to finish. I am an effective communicator and can clearly and efficiently communicate with team members, project managers, and clients. I am proactive and am not afraid to try new things, step out of my comfort zone, and take on new challenges. I am also oriented towards user experience.

## Duties & Responsibilities

**System Maintenance:** Regularly monitor the system to ensure that all hardware, server resources, systems, and key processes are available and functioning properly. Review system and application logs, ensuring that scheduled jobs are completed.

**Server Configuration and Management:** Install, configure, maintain, and upgrade both physical and virtual server operating systems and applications.

**Network Management:** Install, manage, and troubleshoot network infrastructure, including switches, firewalls, and VPNs. Ensure network connectivity across the institution's LAN/WAN infrastructure is updated and operating optimally.

**Security Management:** Implement and maintain security measures to protect MS 365, MS Entra, systems and data from unauthorized access. This includes managing firewalls, intrusion detection systems, antivirus software, and implementing security policies.

**Backup and Disaster Recovery:** Develop and maintain backup and disaster recovery strategies for critical systems and data. Regularly test and update these strategies to ensure they are effective in case of a system failure or data loss.

**User Support:** Provide escalated technical support and guidance to end-users, including troubleshooting hardware and software issues, assisting with software installations, and resolving network connectivity problems.

**Documentation:** Maintain comprehensive documentation of system configurations, processes, and procedures. Keep documentation up to date with system changes and improvements.

**Patch Management:** Manage and apply software patches, updates, and upgrades regularly to ensure systems are secure and up to date with the latest features and fixes.

**Capacity Planning:** Monitor system performance and resource usage trends to identify potential bottlenecks and capacity issues. Work proactively to address these issues before they affect system performance.

**Collaboration:** Collaborate with other IT team members, including network specialists, support specialists, and cybersecurity specialists, to ensure seamless integration and operation of all systems.

## **Requirements**

8+ years of experience in pertinent IT Infrastructure maintenance.

At minimum a technical degree in Computer Science or a related field.

Ability to work independently and in a team environment.

Microsoft certifications and pertinent experience with Microsoft Technology and Microsoft 365 (i.e., Microsoft 365 Certified: Endpoint Administrator Associate, Windows Server Hybrid Administrator Associate (AZ-800 and AZ-801), Microsoft Azure Administrator (AZ-104) )

Fortinet certifications and pertinent experience with Fortinet Products such as Fortigate, FortiNAC and FortiAnalyzer. (i.e., Fortinet Certified Professional in Network Security (FT-FGT-SEC, FT-FGT-INF, FT-NSE4-IMM), FortiSwitch FT-FSW, FortiManager FT-FMG, FortiAnalyzer Administrator FT-FAZ-ADM, FortiNAC FT-NAC)

Experience with scripting languages (i.e., PowerShell, Bash) for automation tasks.

Pertinent experience with the following technology is a must: Linux, MAC OS, Windows Server Clusters (FOC & Azure Local), Dell Powervaults, MS SQL, Microsoft 365 products (OneDrive, SharePoint, Exchange Online, etc.), MS Intune, MS Azure and Fortinet Technology, Fortigate in HA, FortiNAC and FortiAnalyzer.

Strong communication (French and English) and interpersonal skills.