

Systems Administrator

Full Time, Montreal, QC

Job Summary

The Systems Administrator is responsible for complex support of the company's information technology, applications, computers and servers which includes analysis, installation, testing, maintenance, operations, planning, vulnerability remediation, response to service outages, and other problems. This position ensures the integration of various elements of technology so that they function effectively for end users.

The Systems Administrator work assignments are varied and frequently require interpretation and independent determination of the appropriate courses of action. The position may configure, maintain, and monitor security access control systems. Understands department, segment, and organizational strategy and operating objectives, including their linkages to related areas. Follows established guidelines/procedures.

Key Responsibilities

- Set up new configurations for computers including OS image deployment
- Install, configure, and upgrade software applications including rollout project
- Troubleshoot and resolve software applications and OS related problems
- Track and route problems and requests tickets, and document resolutions
- Identify, prioritize, and escalate situations requiring urgent attention
- Perform system health check and mitigation to meet software and security standard including encryption, patching and backup
- Provide front-line support to users
- Over the phone support
- Answering inbound calls
- Ticket follow-up

Qualifications Required

- 3+ years of corporate IT experience in Windows Server/workstations and remediation, Advanced understanding of GPOs
- Strong knowledge of vulnerability remediation
- Expertise in Active Directory, including ADFS and Azure AD
- Expertise in Microsoft 365 administration including Endpoint Manager

- Expertise in Microsoft 365 administration including Endpoint Manager, Intune, Exchange, OneDrive, Security, SharePoint and Teams
- Working knowledge of administering networks, user account provisioning, and e-mail management including storage NAS/SAN, VPN, and telecom including VOIP
- Working knowledge of all Microsoft Office applications, including SharePoint, Word, Excel and Access

Personal Qualities Specific To Position

- Must be passionate about contributing to an organization focused on continuously improving consumer experiences
- Strong technical/troubleshooting skills and knowledge of supporting Windows 2008, 2012, and 2016 Server OS

Personal Qualities For All Staff

- Ability to set goals and meet deadlines
- Ability to prioritize
- Ability to generate ideas and find solutions
- Ability to work both independently and in a team
- Team spirit and desire to help each other succeed
- Versatility and flexibility

What Thera offers -

Flexible workplace	Group RRSP Program	Language Courses	Opus Program Grant
Referral Program	Care Days	Spot Award Program	Stock Option Plan

