

JOB DESCRIPTION

Assistant Administrator Information Systems (IS) / Technology (IT)

Updated on 2012-01-23

Job Summary

The Information Systems/Technology Assistant collaborates in the setup and maintenance of the corporate network and pool of computers. He prevents virus intrusion, ensures optimal use of the network and secures business data. He provides support to users in computer and telephone matters. From the Information Systems point of view, the assistant helps in setups and configuration, participates in issue debugging and in the maintenance of data and collaborates with the team in other projects requiring assistance.

This person is proactive, autonomous and has, in the past, demonstrated its resourcefulness and ability to solve problems related to computer systems. He contributes in the maintenance of a stable network and user satisfaction. The assistant participates actively in the quality of service required by users and management.

The ideal candidate has solid experience managing users as well as peripherals. He must also understand the systems in place and their interrelations before to take actions.

Responsibilities

Management of users

- ✓ Assists the Network Administrator in a Windows based operating systems network (XP/Windows 7).
- ✓ Assists in providing network support levels 1 and 2 (internal and external).
- ✓ Assists the Network Administrator in installing, configuring and maintaining computers, updates, software, peripherals, etc.
- ✓ Assists in installing and/or supporting corporate softwares (ERP, CRM, desktop, etc).
- ✓ Assists in basic PC maintenance (BIOS, HD, peripherals, etc.).
- ✓ Offers technical assistance to the IP phone system users.

Network Management

- ✓ Assists in installing, configuring and maintaining the network and data backups (schedule/backup)
- ✓ Assists in the management and configuration of corporate servers and softwares.
- ✓ Assists in the management of printers.
- ✓ Assists in monitoring performance indicators and systems logs: daily reports, status of servers, monitoring, maintenance and updates.
- ✓ Ensures network security and safety with anti-virus and firewall programs.
- ✓ Assists in monitoring and optimization of LAN / WAN.
- ✓ Assists in managing the inventory and related documentation.

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Information Systems

- ✓ Has a good understanding of the main information systems in place at Distech Controls (ERP, CRM), in order to;
- ✓ Offer technical assistance to users' requests, when possible;
- ✓ Support the Information Systems group with the "daily" maintenance of systems: access rights, debugging, user management;
- ✓ Maintain the internal communication system (Intranet);
- ✓ Collaborate in information systems improvement projects.

Requirements

Essential

- ✓ Recognized degree in the computer field
- ✓ A minimum of 3 years of experience – System administrator Windows Server 2003, 2008, Active directory. Technologies TCP/IP, VPN, WLAN, DNS, VMware.
- ✓ English and French, written, spoken and read.

Important

- ✓ Ability to set up and follow project documentation.

Assets

- ✓ SharePoint: elaboration and setup of a deployment strategy
- ✓ Knowledge of hosts and databases MSSQL
- ✓ MS Exchange Server 2007 or 2010

Profile

Essential

- ✓ Autonomy, leadership, initiative and ability to face challenges, priorities and stress management;
- ✓ Good problem solving methodology and pays attention to details;
- ✓ Team player;
- ✓ Shows resourcefulness, autonomy and is very dynamic;
- ✓ Rigorous and diligent in regards to the quality of service offered (to users);
- ✓ Respectful;
- ✓ Good communicator.