IT Infrastructure Support Technician
Full-time salaried

Reporting to the Director of Information Technology, the IT Infrastructure Support Technician will support a wide-range of systems and users across campus. The successful candidate will be responsible for implementing, supporting, maintaining, and troubleshooting IT infrastructure across campus, including servers, workstations, switches, firewalls, printers, and end-user and application support and training.

Responsibilities

- Provide operational support to end-users for all technical issues across various platforms and operating systems, including desktops, phones, tablets, printers, and peripherals
- Provide operational support for wired and wireless data and voice communications, including switches, access points, controllers, and firewalls
- Configure, install, and maintain Microsoft and Apple operating systems on end-user systems, including imaging systems, deploying updates, and ensuring smooth, efficient operation
- Configure, install, and support Microsoft Server 2008 - 2012R2 and Linux virtual operating systems and hosts in a Hyper-V environment
- Monitor and analyze system logs, system performance, physical hardware, and identify potential issues with systems
- Monitor system capacity to determine its effect on performance and recommend enhancements to meet future demands
- Provide user support and back-end configuration of Office 365 in a hybrid environment
- Maintain user accounts on servers and network hardware. Ensure that unauthorized access to the devices is not granted, as well as monitor and report any unusual activity/access in the system logs
- Maintain network topology and information documents on server and network hardware
- Research and recommend innovative, and where possible automated approaches for system and network administration tasks
- Recommend and execute modifications to IT Infrastructure systems in order to improve efficiency, reliability, and performance
- Set up meeting rooms and web seminars for users/guests as required (laptops, AV systems, projector, conference phones, etc.)
- Must be creative, able to follow instructions and a willingness to learn
- Fully capable to lift and transport of moderately heavy objects, such as computers and peripherals
- Perform other related duties and special projects, which may be assigned as required

Qualifications

- A commitment to the Christian church and CMU's mission, purposes and programs
- 3-5 years of relevant industry experience. Microsoft, Cisco or other related certifications or courses will be considered as an asset
- College diploma or university degree in a relevant field
- Intermediate or higher knowledge of Microsoft operating systems, including Windows 7 and 10, and Server 2008 – 2012R2. Hyper-V experience an asset
- Experience with Microsoft Server, including configuration, maintenance, and troubleshooting of AD, ADCS, DHCP, DNS, FTP, GPO, Hyper-V, IIS, SMTP relay, WDS, and WSUS
- Familiarity with various routers, switches and firewalls. Cisco, HP, and Palo Alto experience an asset
- In-depth knowledge of the OSI layer and current networking protocols, firewalls, and Internet standards including TCP/IP, DHCP, DNS, VLANs, IPSec, VPN, TLS, HTTP/HTTPS, FTP, SFTP, SSL, etc.
- Experience in monitoring network traffic using various network management tools (SNMP, Syslog, Netflow, Wireshark, etc.)
- Strong written and oral communication skills
- Strong interpersonal skills with the ability to present ideas in user-friendly language
- Highly self-motivated and directed
- High attention to detail with proven analytical and problem-solving abilities
- Ability to prioritize and execute tasks in a high-pressure environment
- Strong customer service orientation working in a team-oriented, collaborative environment

Inquiries should be directed to Dianna Robson, Director of Human Resources at 204-594-0532. Applications will be reviewed upon receipt and accepted until this position is filled. Applicants should send a resume and cover letter (Word or PDF) along with the names and contact information of three references, in confidence to **hrdirector@cmu.ca**