



Position Title **Systems Engineer**

Location Toronto, Ontario

Reporting To VP, Systems Infrastructure

Position Overview The Systems Engineer will be responsible for day to day operation of the Windows server environment, coupled with the storage environment.

Duties and Responsibilities

- Maintain the Operating Server environments at system and application availability level of 99.9% or better. Report on, investigate and resolve any issue preventing achievement of 99.9% availability
- Provide 2nd level operational support in accordance to service level agreements
- Independently solve system problems with little supervision and minimal guidance
- Remaining current with evolving technological products and features and constantly changing business needs, internal standards and industry best practice
- Refining business requirements, converting them to technical requirements and devising an appropriate infrastructure solution requires choosing from multiple technologies and ensuring that solutions stay within the guidelines of security/audit standards and conform to industry best practice
- Ensure system performance, load and capacity according to Richardson GMP's standards and SLA requirements
- Recommend corrective action, including restarting services and rebooting servers, to restore systems during an outage
- Escalate a production incident to application team and/or senior management

Education

- Post-Secondary Diploma, preferably in Computer Systems Technology or equivalent
- Designations such as MCSE, VCP or ITIL Foundation are considered an asset

Qualifications

- Minimum 4-10 years hands-on experience with large scale Windows Systems Administration
- Proficient in all Microsoft Windows technologies including AD, DNS, Group Policy, Exchange and PowerShell
- Proficient in Microsoft Server and application technologies including SQL Server, SharePoint, MDT and Microsoft System Center
- Strong knowledge and understanding of TCP/IP, DHCP, DNS as it relates to Microsoft Server
- Proficient in VMware and Hyper-V technologies
- Experience performing Office365 mail migrations and the infrastructure required to complete the migration