confederationcentre.com

CONFEDERATION CENTRE OF THE ARTS
CENTRE DES ARTS DE LA CONFÉDÉRATION | 145, rue Richmond,   145 Richmond Street   T (902) 628.1864
Charlottetown Î.-P.-É.   Charlottetown P.E.I.   F (902) 566.4648
Canada C1A 1J1   Canada C1A 1J1

We're Recruiting For…

IT Infrastructure Administrator

At Confederation Centre of the Arts (Confederation Centre), the IT Infrastructure Administrator is responsible for the effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software. Reporting directly to the Chief Operations Officer (COO), this role supports the expanding technological needs of the organization.

The IT Infrastructure Administrator **is responsible for a wide range of duties including but not limited to:**

1. *Infrastructure Support*

   - Manages, monitors, and supports systems hardware, software, and applications at three Confederation Centre properties.
   - Identify, monitor, troubleshoot and resolve problems related to network, hardware, operating systems, software and telephony to ensure optimal operation.
   - Configures network devices for new deployments and/or configures replacement network devices.
   - Maintains an upgrade program that addresses identified risks and business security requirements for operational systems and infrastructure.
   - Coordinates Information Security access and ensures that appropriate security policies and processes are in-place, operate effectively and are followed.
   - Communicates with all departments to ensure good coordination of IT changes without impacting business processes.
   - Coordinates the work of contractors, project teams, and vendor support teams.

2. *Operational and End User Support*

   - Procures, configures, and supports end user hardware including but not limited to desktops, laptops, and tablets.
   - Supports our O365 and related computing environments including on-premise servers, storage, printers, etc.
   - Administers and reviews audit trails, IT system logs and other monitoring data sources periodically and ensuring that they are in compliance with policies and audit requirements.
   - Provides support to end-users (onsite and remote) of all current IT systems, including installation and configuration of new hardware, operating systems, phones, software, and peripherals. Ensures proper recording, documentation and closure on incidents/changes.

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- Acts as the top tier of support and escalate to third party service providers where applicable and appropriate.

In addition to being a creative, self-motivated individual, who enjoys working with new people, applicants should possess the following qualifications:

1. *Education and Experience*
   - Degree or diploma in computer science or related discipline
   - 3 or more years' experience in Information Technology with a focus on virtualization, SAN, LAN's, server and network hardware as well as software support
2. *Skills and Knowledge*
   - Experience with performance troubleshooting and monitoring
   - Superior deductive reasoning, problem-solving and analytical skills
   - Proven track record of proactively designing, installing and supporting Microsoft Windows Server networks, Exchange and SQL server applications
   - Experience with virtual desktop infrastructure
   - Familiar with Windows server systems such as Active Directory, DNS, DHCP, Web Servers, SQL Server, etc.
   - Demonstrated ability related to advanced networking (network routing/switching) and IT security (firewalls, etc.)
   - Understanding of data replication and backup software
   - Experience with O365, Apple technology, and/or Fortinet products would be considered an asset
   - Flexible hours and/or overtime required on occasion
   - Ability to prepare written policies, procedures, and technical documents.

How to Apply

By email to the attention of Sam Doyle – HR Manager at careers@confederationcentre.com

Confederation Centre of the Arts is committed to promoting a diverse workplace culture. We encourage applications from the BIPOC community, persons with disabilities, and other under-represented groups. Where requested, we will provide accommodations to candidates for all aspects of the recruitment and selection process.

Closing Date: June, 3rd, 2021