

APPSONNET

Senior Systems Administrator (Full time, Permanent) - Job Posting

Do you enjoy working with people and technology? Are you eager to learn, grow and work in the fast-paced, dynamic environment of IT services and support? Can you work professionally with diverse clients providing exceptional customer service? Join us if you are the one!

Description

This is a full-time permanent day job with some client-on-site requirements. Your regular day will include identifying, researching and troubleshooting technical problems, answering telephones and responding to emails, diagnosing hardware and software malfunctions, replacing hardware and installing new software on clients' machines.

Ensuring timely and appropriate assistance to our valued clients includes the following responsibilities for this role:

- Monitoring the ticketing system queue
- Identifying and dealing with tickets in priority sequence
- Assisting on, or leading, project work such as investigation, analysis, design, development, implementation, operation and management of information systems
- Creating and maintaining documentation of issues, solutions and outcomes
- Contributing effective solutions to challenging queries
- Analyzing and reviewing security and maintenance log files

To prevent the spread of COVID-19, we've pivoted to a work-from-home status. We are eager to return to our downtown office space when it is safe to do so, in compliance with government regulations.

ABOUT APPSONNET

Applications on Networks (Appsonnet), is a dynamic IT services and support company, providing a complete suite of technology solutions to small and mid-sized companies in Toronto and select services to companies across Canada, North America and around the world.

Founded in 2004, our expertise covers public, private and hybrid cloud solutions, computing infrastructure monitoring, management and end user support. At Appsonnet, you'll be part of a highly trained and experienced team, helping to solve a range of IT challenges for our clients that allows them to move their businesses forward.

QUALIFICATIONS

- 4+ years of current, hands-on IT Support experience
- Proficiency with Windows Server and Windows Desktop Admin.
- Proven customer support experience in the IT industry
- Excellent English-speaking skills
- Hands-on experience with VMWare and Hyper-V.
- Experience with various firewall – Cisco, Fortigate, SonicWall etc.
- Understanding of Internet services, DNS, Bind, SMTP-mail servers, Web hosting, VPN, SAN, TCP/IP and a general networking and system security.
- Previous experience providing remote support is a definite asset.
- Linux System Administration skills are preferred along with experience in operating systems variants like Centos, Debian, Redhat, Ubuntu, etc.

TRAVEL REQUIREMENTS:

- Travelling within GTA.
- Must possess a clean and valid G License.