



B.G.E. SERVICE & SUPPLY LTD.

System Administrator/IT Support Level 2

B.G.E. Service & Supply Ltd. provides quality filtration solutions for people, places, and processes. To further our growth and success, we are looking for a proactive individual, who enjoys problem-solving, to work alongside our Edmonton team in the role of System Administrator/IT Support Level 2. Our ideal candidate for this role will encompass and live our core values of: **Together We Are Better, Whatever it Takes, and Be the Experts.**

The System Administrator/IT Support Level 2 will be responsible for monitoring and responding to our employees for hardware/software issues, support the planning and project management of IT strategic goals and provide on-going support, implementation, maintenance of critical server and network infrastructure. This position will also provide support for other IT related activities such as implementation, training, and communication to ensure IT infrastructure aligns with our business goals in a timely and cost-effective manner.

Responsibilities:

- Support the deployment, monitoring, maintenance, development and upgrade of all IT/IS systems including: ERP system, servers, network equipment, physical IT assets, software and peripherals.
- Responsible the system administration of IT server and network infrastructure.
- Investigate, troubleshoot and resolve technical infrastructure related issues and provide support, root cause analysis, testing and documentation.
- Primary contact for the resolution of level 1-3 help desk tickets.
- Effectively provide strong customer services and solutions to the end user by answering internal customer inquiries and supporting tickets in a timely manner with careful documentation of the issues.
- Set up and provide training to end users to ensure they can effectively use the IT equipment.
- Make recommendations for the improvement and growth of the IT infrastructure and systems.
- Stay abreast of current developments & trends in all relevant industry / technical / professional knowledge areas and present new ideas/approaches to the IT team.
- Other duties and projects as assigned by the IT Manager.



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Qualifications/Experience:

- Post-secondary or vocational training in computer science or equivalent experience is required.
- Certifications in IT System: MCP, ITIL Foundation, Project Management, etc. are an asset.
- Experience with: administration of network infrastructure, administration of Windows Server 2008/2012, SQL databases and Windows RDS services.
- User software and hardware support knowledge and experience.
- Strong customer service skills and a client-focused mindset.
- Excellent documentation and technical writing ability.
- Highly motivated to learn and expand IT knowledge and experience.
- Demonstrated organizational and time management skills with self-management ability.
- Maintain a high level of confidentiality and conduct oneself in a professional manner.
- Excellent problem-solving skills and keen attention to details.
- Adaptable to dynamic environment with ability to provide high-quality work under pressure.
- Ability to travel to our branches across Western Canada (less than 10% of annual working days).

What we can offer you:

- Competitive compensation.
- Benefits package and RRSP matching program.
- Supportive work environment.
- Opportunities for training and development.

When submitting your application, please include, within your cover letter, which one of our core values (Together We Are Better, Whatever it Takes, or Be the Experts) stands out to you the most and why.

Please submit your application to careers@thefiltershop.com or fax it to (780) 437-2133 - please reference the job title and location when you apply.

B.G.E. Service & Supply Ltd. hires on the basis of merit and is committed to employment equity. We encourage all qualified persons to apply.

We would like to thank all applicants for their interest in this position; however, only those selected for interviews will be contacted.