



Jr. Systems Administrator

Position Overview

Reporting to the Systems Administrator, the Junior Systems Administrator provides operational and logistical assistance to facilitate and further the work of Visions of Independence. It is vital that the Junior Systems Administrator ensure all computer systems and other technological equipment are in top performance.

Qualifications and Requirements:

- Must demonstrate commitment to VOI's values:
 - We are open and respectful
 - We are transparent
 - We value people's strengths, abilities and knowledge
 - We think outside the box
 - We value people's experiences and perspective
- Six months to one year's experience in an IT related position
- Proficiency with Microsoft 365/Office 2016/Windows 10
- Experience with Windows Server 2008 r2 / Windows Server 2016
- Experience with MDM an asset
- Knowledge in scripting/PowerShell/power automate platform an asset
- Excellent interpersonal, written and oral communication skills
- Demonstrated ability to work independently as well as a part of a team
- Ability to multitask and prioritize daily workload and work well under pressure
- Calm demeanor, attentive to client needs and patient with minor IT concerns and day-to-day routine tasks
- Must be able to demonstrate confidentiality, discretion and professionalism
- Must be able to lift 50lbs +
- Must have a reliable vehicle and be prepared to travel as needed
- Degree or a Diploma in Information Technology, Computer Science or a relevant field from a recognized post-secondary institution



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Specific Responsibilities:

- Update and maintain VOI's website and social media on a regular basis (Facebook, Twitter, Instagram and LinkedIn)
- Assist with Thrive development, implementation and training
- Maintain Windows Server 2008 r2 /Windows Server 2016/Windows 10
- Manage and support Active Directory and Group policy
- Support Office 365/MS Office 2016/Windows 10
- Complete support tasks for hardware devices and software packages
- Deploy new software and upgrade installations
- Assist with removal of security threats and malware from company systems, trace network failures and research possible solutions
- Administer and maintain systems support for software, hardware and servers: test, troubleshoot, diagnose, and resolve all problems
- Patch management and updates of all hardware related infrastructure, ie. tablets, PCs, laptops, printers, servers
- Perform data backups and recovery as needed
- Create, change, maintain and delete user accounts per request
- Provide timely technical support for users and work with them to solve existing problems
- Maintain and revise documentation of processes
- Assist in workstation life cycle rotations, monitor servers
- Maintain and support cellular and landline phones, apps and software, iOS and Android
- Liaise with outside technology companies as required

Reporting Relationship

Reports to: Systems Administrator