

**Job Posting**  
**IT Systems Analyst (Infrastructure)**  
**Vancouver, Nanaimo, or Campbell River, BC.**

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**THE OPPORTUNITY**

We are recruiting for a IT Systems Analyst (Infrastructure) to be based out of our Vancouver, Nanaimo, or Campbell River offices in British Columbia.

**What You'll Do:** The IT Systems Analyst role is to design, install, administer, and optimize company servers and related components to achieve high performance of the various business applications supported by tuning the servers as necessary. This includes ensuring the availability of client/server applications, configuring all new implementations, and developing processes and procedures for ongoing management of the server environment. You will be responsible for network upgrades, change planning, project implementation, process improvement, technical documentation, and operational tier 3 support.

**Who You Are:** Ready to step in as an integral part of the IT Infrastructure team? You come with strong Windows System Administration skills and the ability to work with, lead and mentor Tier 1 / 2 Support personnel. You have experience working closely with other members of the Infrastructure team including network specialists, system administrators, database administrators and desktop analysts.

**Work Environment:** We are currently working in a hybrid work environment. Expectations for the time being are that this role will be working from home and will also be within the office with proper safety plans in place.

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**RESPONSIBILITIES**

**Leadership**

- Work with, lead and mentor Tier 1 / 2 Support personnel.

**Operational Management**

- Provide tier 3 support to employees;
- Cloud Computing and MS Azure / Office 365 support;
- Conducts wide area & LAN network administration and performance monitoring;
- Manage and provide technical support for all operating systems and end-user software;
- Manage enterprise directory services and supporting server infrastructure;
- Manage, and maintain all security systems controls and their corresponding or associated software, including firewalls, and identity management and end-point security software;
- Plan and implement server upgrades, maintenance fixes, and vendor-supplied patches;
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases including the company's networking, and virtual infrastructure;
- Support application development teams throughout project lifecycles;
- Supports data communications;
- Evaluates technology and develops business cases; and Participates in troubleshooting & diagnostics.

- Develop and maintain training materials and server documentation; and,
- Provide occasional on-call escalated support to end-users.

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## QUALIFICATIONS

### Education And Experience

- 5+ years' experience supporting in an enterprise IT Infrastructure space; and
- Post-secondary education in computer science or a related discipline.

### Skills, Knowledge And Required Competencies

- Excellent communication skills (both oral and written) and very strong customer service skills and experience;
- Tier 3 customer support;
- Lead and mentor Tier 1 / 2 Desktop Support Personnel;
- Maintaining contact with external organizations for the maintenance, service and/or purchase of network equipment;
- Strong project management experience and proven problem-solving capabilities;
- Experience recommending, implementing and ensuring adherence to network, security and hardware configuration policies and standards;
- Evaluating relevant vendor products and recommending purchases consistent with short- and long-term objectives of the company;
- Windows 2008-2016 Server deployment experience;
- Office 365 / Azure knowledge and implementation experience;
- Microsoft Active Directory (AD) expertise;
- Experience implementing one or more of the following Citrix, VMware, Firewalls, Routing, Microsoft products, etc;
- Previous experience with Virtual Storage – VSAN, EqualLogic or NetApp etc;
- Hyper converged infrastructure experience;
- Cisco Network Routing & VPN Connectivity Expertise;
- Firewall & Network Security Expertise; and,
- Exposure to Forestry or Industry Related experience is highly desirable.

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## LIVE WORK PLAY

Vancouver Island is home to some of Canada's best and most beautiful places to live, not to mention the climate is one of the warmest. The central island region experiences warm summers coupled with some of the mildest winters in all of Canada.

If you are considering moving to Vancouver Island, you will find one of the most unique and special places in all of Canada. Surrounded by mountain ranges, rainforests and the Pacific Ocean, the lifestyle here is rich in nature, outdoor activity, and wildlife. No matter what quaint and welcoming area you choose to call home, you'll find a relaxing lifestyle with amazing places to explore.

In particular, discover Campbell River and the surrounding areas as a great place to live work and play: [Click Here](#).

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## YOUR CAREER

Vancouver Corporate Office, Suite 800 – 1055 West Georgia Street  
Royal Centre, PO Box 11122, Vancouver, BC V6E 3P3 | 604.648.4500

At Western Forest Products, we believe our most significant asset is our people. Investing in our people brings value and success to our business, ensuring a safe, engaged, productive and continuously improving workplace. We offer challenging opportunities working alongside the best in the industry to meet your career and professional development goals while providing competitive total rewards and recognition.

We provide a variety of **on-the-job training** and **continuing education** in many areas at Western to ensure you have the skills you need to succeed. Our **promote-from-within culture** recognizes high performance and we offer diverse career paths across the organization for those with the talent and will to advance.

Our **total rewards offering** including **competitive pay, performance bonus, pension plan, benefits** and other programs designed to support our employees.

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### WESTERN OVERVIEW

Western Forest Products is a leading forest products company that sustainably manages forests and manufactures high-quality wood products. Headquartered in Vancouver, British Columbia with operations in the coastal region of B.C. and Washington State, Western meets the needs of customers worldwide with a specialty wood products focus and diverse product offering.

Our commitment to health and safety, environmental stewardship and community engagement is core to how we do business at Western Forest Products.

Our approach to responsible business practices in all aspects of our business is multi-faceted. We adhere to and employ the most stringent environmental practices in the world. The steps we take to ensure the forests in which we operate are renewed and remain healthy and viable for future generations are mirrored in the care we take to make certain our communities continue to grow and prosper. This includes investing in communities where we operate and continuing to forge mutually beneficial relationships with First Nations in respect of their local and cultural interests.

### WEBSITE LINK

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=7123675f-b0ca-4b68-9fea-f24295bd6993&cclid=2637603463\\_4010&type=MP&lang=en\\_CA&selectedMenuKey=CareerCenter](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=7123675f-b0ca-4b68-9fea-f24295bd6993&cclid=2637603463_4010&type=MP&lang=en_CA&selectedMenuKey=CareerCenter)