

Systems Administrator

Re:Sound is the Canadian not-for-profit music licensing company dedicated to obtaining fair compensation for artists and record companies for their performance rights. On behalf of its members, representing thousands of artists and record companies, Re:Sound licenses recorded music for public performance, broadcast and new media.

Re:Sound wishes to recruit a Systems Administrator to join the IT team in developing a strong IT platform for the business.

The role of the System Administrator is to manage servers, end-user support, storage computer software systems and network connections to ensure high levels of availability and security of the supported business applications. This individual will also participate in and support capacity planning and the development of long-term strategic goals for infrastructure in conjunction with peers and the Director of IT. The Systems Administrator is also responsible for coordinating with the IT department, business application, and database administration functions to implement desktop and server systems that utilize industry best practices to meet company objectives. This individual will apply proven communication, analytical, and problem-solving skills to help maximize the benefit of the IT system investments.

This position will report to the Director, IT. The following is a general description of the position's duties and responsibilities:

- Manage all operating systems and end user software
- Manage communications (e-mail, IM) and connection solutions, including workstation connectivity, local area networks, company Website, intranet, and Internet applications
- Ensure the integrity and security of enterprise data on host computers, multiple databases, and during data transfer in accordance to business needs and industry best-practices regarding privacy, security, and regulatory compliance
- Demonstrated knowledge of networks and servers, windows server 2003 & 2008, VMware, Citrix, SQL server, Microsoft Exchange server 2010, Cisco Switches.
- Manage end user accounts, permissions, access rights, and storage allocations in accordance with best practices regarding privacy, security, and regulatory compliance
- Perform and test routine system backups and restores
- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on servers, and workstations. Escalate incidents as necessary
- Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information
- Support application development teams throughout project lifecycles
- Analyze system, server, application, network, and input/output device performance
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases
- Conduct research on emerging products, services, protocols, and standards in support of systems software procurement and development efforts
- Create required reports in response to business user needs

Qualified candidates will have the following skills and abilities:

- College diploma or university degree in the field of computer science or software engineering, and/or 5 or more years of equivalent work experience
- Certification; MCSE, CCNA
- VMware Administration and design (VCP an asset)
- Citrix Administration and design (CCA an asset)
- Working knowledge of network and PC operating systems, including Microsoft Platforms
- Extensive application support experience
- Working technical knowledge of current systems software, protocols, and standards
- Strong knowledge of local area network administration
- Hands on software and hardware troubleshooting experience
- Experience with data management and documenting and maintaining configuration and process information
- Strong customer service orientation and interpersonal and oral communication skills
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Adept at reading, writing, and interpreting technical documentation and procedure manuals
- Ability to conduct research into hardware and software issues and products as required
- Ability to present ideas and solutions in user-friendly language
- Highly self-motivated and directed
- Logical, efficient and keen attention to detail
- Experience working in a team-oriented, collaborative environment
- Good working knowledge of Citrix and XenDesktop.

Re:Sound offers a competitive salary and benefits package. Re:Sound is an equal opportunity employer and is committed to diversity in its workforce.

If you would like to be considered for the position, please forward your resume and cover letter by email: jobs@resound.ca. We thank all applicants in advance - only those selected for an interview will be contacted.