

Job Profile

Date:	December 12, 2024
Position:	IT Systems Administrator
Status:	Permanent, Fulltime
Shift:	Monday to Friday
Hours:	8 hours / day
Locations:	Burnaby, BC & Richmond, BC
NOC:	22220
Pay Scale:	\$56394 - \$66976

Hemlock Printers Ltd. is an internationally recognized leader in print communications with manufacturing facilities and offices in Burnaby, BC and Los Angeles, CA, plus sales associates in Seattle, WA and San Francisco, CA. For more information, please visit hemlock.com.

We are expanding our IT Support Team and have a job opening for an **IT Systems Administrator**. Working with the IT Director and System Admin team, a Hemlock Printers IT Systems Administrator is responsible for assisting in the deployment, monitoring, maintenance, development and support of all IT Systems, networks, virtualizations, applications and assets. The IT Systems Administrator will specialize and support all systems for Hemlock Display and Hemlock Connect.

An IT Systems Administrator should have the ability to solve problems by utilizing an in-depth understanding of information systems and computing solutions, and be a team player, able to handle all support requests with courtesy and professionalism. They will also be required to commute to our Burnaby and Richmond locations.

Reporting to the Director, IT, the position is a full-time permanent, Mon-Fri, 8:30 am to 4:30 pm (½ hour unpaid lunch), working 2 days each at Hemlock Display: McConnell Court, Burnaby and Hemlock Connect: No. 5 Road Richmond and 1 day at Hemlock Printers: Buller Ave, Burnaby.

GOALS OF THE POSITION

- Ensure the security, stability and accessibility of all Hemlock Group systems with proactive focused tasks, projects and support
- Ensure employees have all the IT resources and assistance they need to accomplish their tasks.
- Minimize service interruptions and downtime.

POSITION RESPONSIBILITIES

- Answer IT trouble tickets from Hemlock Group employees, specializing in tickets originating from the Hemlock Connect and Hemlock Display sites



- Provide desktop and helpdesk support, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.
- Provide on-site support at the Hemlock Connect and Hemlock Display locations, two days a week at each site
- Set up, deploy, maintain, and repair end user workstations and software as needed.
- Keep up to date documentation of all networks, hardware and software systems.
- Assist the team in managing virtual servers
- Apply desktop and server operating system updates, patches, and configuration changes.
- Provide on-site support for larger scale infrastructure projects
- Manage and perform proactive maintenance, including backup operations, endpoint security, and security training
- Design, maintain and monitor security training campaigns and phishing testing campaigns
- Assist the IT team in configuring and maintaining network infrastructure, cloud and on-site systems
- Add, remove, or update user account information, resetting passwords, and maintaining user access to data
- Assist in developing training documentation for new processes and software
- Assist software developers with maintaining development systems, production systems and deployment pipelines
- Assist the ERP Administrator in deploying and maintaining IT resources as needed
- Be available after hours on call support as needed (occasionally).
- Maintain and ensure physical infrastructure is kept clean and organized, including server rooms, IT storage areas and work areas.
- Maintain, provide support, and train users on company provided mobile devices as needed.

Additional Duties: The above responsibilities do not imply that these are the only duties to be completed. Any other job-related duties and instructions requested by your Management Team are expected to be performed.

SKILLS & QUALIFICATIONS

- Associate or bachelor's degree in computer science, Information Technology, System Administration, a closely related field, or equivalent experience required
- 2+ years of network administration or systems administration experience
- IT certifications or equivalent Systems Administration experience in Microsoft Windows and/or Windows Server, Linux Servers
- Working knowledge of virtualization, Microsoft Hyper-V, VMWare or equivalent
- Experience in the Microsoft O365 and Azure / Entra cloud ecosystem
- Experience with AWS an asset
- Strong knowledge of systems and networking software, hardware, and networking protocols
- Experience with remote administration and cloud administration tools



- Experience with scripting and automation tools
- Experience with a managed service provider an asset
- Strong written and verbal skills
- Strong ability to support and interact with coworkers with varying IT skills

BENEFITS

- Extended Health and Dental (incl. of Vision & Prescriptions), Life, AD&D, Short-term Disability and Long-term Disability Insurance package
- Vacation and Care/Sick pay
- Group RRSP
- Profit Sharing
- Employee & Family Assistance Program
- Transit/Compass Card program
- Free Electric charging stations & onsite parking

Hemlock Printers is committed to building a diverse and inclusive workplace. We strive to ensure our internal policies and practices recognize the value of diversity, inspire employee participation and are free of barriers for advancement. Our goal is to provide equal possibility for everyone and for every employee to feel safe, valued, empowered, and respected for their contributions to our shared purpose. All those who would contribute to the further diversification of our community are encouraged to apply.

If you are interested in this opportunity, please forward your resume to hrd@hemlock.com and quote **IT System Administrator** in the email subject line.

Open Until Filled.

We would like to thank all applicants for their interest, however only short-listed candidates will be contacted.