

**CARO Analytical Services** is an employee-owned environmental and food laboratory that provides professional analytical testing services to public and private clients throughout Western Canada. Whether supporting a client cleaning up a contaminated site, providing water quality data to ensure Canadians have access to clean water, or supporting the government in testing our food source for potential pesticide exceedances, CARO provides the data essential to the success of these programs. CARO also happens to have a pretty awesome corporate culture thanks to a great team of employees who take their jobs seriously, but not themselves: We are charismatic scientists, driven to make the world safer and healthier.

**DESCRIPTION:** IT Systems Administrator – Richmond, BC *(Full Time)*

IT Systems Administrator is responsible for maintaining core IT components such as services, applications, cyber security, backup systems, telephony services, and AD domain. As an IT Systems Admin for CARO Analytical Services' growing laboratory network, your main responsibilities will include:

- First level of defense to resolve ITSM tickets reported by end users or assigned by the supervisor.
- Responsible for troubleshooting and resolving issues related to network, infrastructure core server services, client-server applications, virtual server, virtual desktop environments, security and telephony services.
- Participate in the design and implementation of major system architecture projects, including workflows, designs, schedules, test plans, system acceptance criteria and user acceptance criteria.
- Participate in automating processes and workloads on systems for improved efficiency.
- Monitor the servers' performance and functions, initiating pro-active maintenance effort as needed.
- Perform system backups and recovery to ensure systems are meeting recovery objectives.
- Responsible for managing the domain controllers and the domain environment.
- Responsible for installing, maintaining, and monitoring the main data center as well as the data centers in other locations.
- Responsible for equipment such as Server and network racks, UPS, network switches, physical servers and other devices; provides network, remote management connectivity and cable management.
- Level 1 and 2 maintenance of LAN and WAN infrastructure to ensure network connectivity of all workstations.

**QUALIFICATIONS:**

- University or College degree/diploma in related discipline.

You must have at least 4 years of working experience in the following areas:



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- System administration of servers, network, and IP telephony technologies, primarily in areas of enterprise server services, enterprise storage, VOIP management, network switch management, network administration and backup.
  - Active directory users, groups, and group policies.
  - Proven experience with managing and supporting virtualization technologies for servers and desktop in mid-size production environment; VMWare technology preferred.
  - Proven experience with managing and supporting core infrastructure services such as firewall system, DHCP, DNS services, directory services, database services (MSSQL) and enterprise systems such as LIMS, file, and print services.
  - Proven working knowledge of and experience managing VOIP systems in mid-size businesses.
  - Proven experience with managing and supporting Microsoft Office 365, SharePoint, and SAAS systems.
  - Working knowledge of network and security management tools and techniques, managing switches, VLANS, Routing, Wireless, and fixing network bottlenecks.
  - Scripting using PowerShell.
  - Proven experience in managing Storage Areas (SAN).
  - Proven experience with Remote administration.
  - Proven experience with Certificate services.

CARO Analytical Services offers attractive potential for career advancement, with competitive remuneration and benefits. If you aspire a career with a thriving, fast-paced and growing company with top quality people, consider CARO.

Please email your resume to [hr@caro.ca](mailto:hr@caro.ca) and put "IT Systems Admin" in the subject line.