



SEARCH SOLUTIONS

I-Talent Gagnon & Partners are search and recruitment experts for Executives, Managers and Technical Specialists positions.

We are recruiting, on behalf of our client, a successful global company, a highly motivated and self-starting:

IT Infrastructure Engineer

MISSION

We are looking for an exceptionally talented individual to serve as an IT Infrastructure Engineer. This person will assist the Head of Infrastructure in initiatives including cloud architecture, security, systems engineering, as well as user support. Responsibilities include managing on premise and cloud infrastructure, managing vendors and consultants, managing hosted solutions and managed services. This includes receiving, prioritizing, documenting and actively resolving end user help requests and escalating incidents when considered appropriate and necessary to maintain SLA expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

Candidates for this position must have strong customer service and communication skills, both written and oral. Excellent organizational skills are a must for this fast paced, high visibility position.

RESPONSIBILITIES

Strategy & Planning

- Collaborate with network staff to ensure smooth and reliable operation of software and systems for fulfilling business objectives and processes.
- Work with executive team members, decision makers, and stakeholders to define business requirements and systems goals, and to identify and resolve business systems issues.

Acquisition & Deployment

- Design and deploy new applications and enhancements to existing applications, software, and operating systems.
- Perform cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions.
- Conduct research on software and systems products to justify recommendations and to support purchasing efforts.
- Interact and negotiate with vendors, outsourcers, and contractors to secure system-related products and services.

Operational Management

- Gauge the effectiveness and efficiency of existing systems; develop and implement strategies for improving or further leveraging these systems.
- Propose and create system design models, specifications, diagrams, and charts to provide direction to system programmer and development teams.
- Ensure that servers and systems are compliant with the IT strategy, system backup procedures, and other recovery processes in accordance with the company's disaster recovery and business continuity strategies.
- Integrate servers, including database, print, and backup servers and their associated software into enterprise systems.
- Ensure system connectivity of all servers, shared software, and other applications.
- Create and maintain documentation as it relates to system configuration, mapping, processes, and service records.
- Ensure compatibility and interoperability of in-house computing systems.
- Coordinate and perform in-depth tests, including end-user reviews, for modified and new systems.
- Monitor and test system performance; prepare and deliver system performance statistics and reports.
- Provide orientation and training to end users for all modified and new systems.

EDUCATION

- College diploma or university degree in the field of Information Technology and 2 or more years' as a systems engineer or equivalent.
- Certifications are preferred.

KNOWLEDGE & EXPERIENCE

- Knowledge of windows Server operating systems.
- Knowledge of cloud architecture.

- Understanding of how to design scalable architecture.
- Understanding of information security principles.
- Experience with Single Sign on such as Okta.
- Experience with two-factor authentication systems.
- Experience with desktop and server operating systems, including Windows 10 and Server 2012+.
- Applications: Office 365 expertise, Active Directory, ability to learn new applications quickly.
- Basic networking skills including TCP/IP and the ability to configure network printers.
- Web conference software expertise: Skype, Zoom.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
- Strong documentation skills.
- Fluent English.

PERSONAL ATTRIBUTES

- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Experience providing white-glove support.
- Proactive.

WORK CONDITIONS

- 40-hour on-site work week.
- Available nights and week-ends for on-call rotations.
- Travel 10% to other offices when required.

**Please apply on our website: www.i-talent.com
together with your CV and motivation letter. Thank you.**

Only applications via this e-mail will be considered for this recruitment. If you don't receive a reply to your application within 2 weeks, please consider that your file has not been shortlisted.