

## The Weather Network is Looking for You... Now Hiring People with a Sunny Outlook

### *Benefits of working for Pelmorex / The Weather Network:*

- Named one of Canada's 50 Best Managed Companies for the 5<sup>th</sup> consecutive year
- Recognized as one of Greater Toronto's Top Employers for 2010, 2011 and 2012
- Keeping pace with the growth of technology, we offer unique integration of creativity, science and technology
- Leader in employment equity and diversity
- Dynamic, fast-paced environment, open-door philosophy
- State of the art facilities

## **Systems Administrator**

*Reports to: Manager, IT Operations  
Oakville, ON*

The Systems Administrator is responsible for managing, maintaining and supporting the IT infrastructure to meet overall stability, reliability and performance requirements of Pelmorex from an operational perspective. This will be accomplished primarily through process and product monitoring, documentation and implementation via proper change management processes and operational procedures.

### **Responsibilities:**

#### ***System & User Support***

- Keep assigned systems and data transfer operational 24 hours a day, 7 days a week; must be able to efficiently support a large environment of operational servers including complex virtual environments in Pelmorex datacenters.
- Monitor systems and products on daily basis to ensure systems are performing as expected; this includes applications, system logs and keeping performance metrics. Any irregularity should be investigated, resolved in timely manner and documented.
- Implement, support, and administer the assigned systems, regardless of operating system (UNIX, Linux and Windows mandatory); this includes online, offline and test/development servers and systems on VMware virtual platforms.
- Installation and configuration of server software and server based application packages in a physical and virtual VMware environment, including physical installations in the computer room.
- Plan and implement regular maintenance for assigned systems to minimize downtime. This includes patches, service packs and hot-fixes as needed, as well as any required upgrades.
- Conduct investigations of specific operational areas and analyze the performance of existing systems; generate improved designs of these systems and run pilot implementations in the testing environment.

- Provide the Development department with required information and support when required (performance metrics, bandwidth usage, etc.).
- Work and assist the QA team with QA process when required.
- Assist the manager in the capacity planning for all systems; perform regular snapshots of system performance.

### **Strategy & Planning**

- Adhere to established operation service level agreements in consultation with end users (BU) to establish problem resolution expectations and timeframes.
- Collaborate with team members to determine the root cause of problems and the best course of action to resolve the problems.
- Implementation of effective documentation, monitoring, disaster recovery (i.e. back-ups) and user support systems and practices.
- Provide knowledge transfer, coaching, and act as a mentor to other junior staff.

### **Acquisition & Deployment**

- Conduct research on emerging products, services, protocols and standards in support of help desk technology; communicate these findings to the Operations team with the objective of improving on system efficiency and lowering operational costs.
- Provide technical solutions with limited resources.
- Keep proper records of servers or computers deployments and ensuring that all stock has been delivered and entered to asset management database.
- Installation and configuration of server software and server based application packages when required.
- Create and maintain where required: records of licenses documentation and media libraries, inventory records, etc.

**Required to participate in the on-call rotation as assigned (weeknights/weekends).**

*Roles, responsibilities and duties may evolve and change over time.*

### **Qualifications:**

- Engineering Degree or College Diploma in Computer Science
- Minimum of 3 years related experience
- Administrative knowledge on the following systems: Windows 2008 Servers, LINUX, SharePoint, Exchange, MS SQL Server, etc.
- MCSE or MCP would be an asset
- Bilingual (French/English) would be an asset

**Competencies:**

- Excellent interpersonal skills, with a focus on listening and questioning skills
- Ability to conduct research into a wide range of computing issues as required
- Ability to present ideas in user-friendly language to non-technical staff and end users
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Experience working in a team-oriented, collaborative environment
- Ability to take initiative
- Application & process support experience in 24h/7 environment—aptitude to work flexible hours
- Detail oriented
- Knowledge of computer hardware, process and software
- Experience with server operating systems & Hypervisors

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Qualified applicants should submit their resume to: *Human Resources*, Fax: 905-829-1332 or email: [hr@pelmorex.com](mailto:hr@pelmorex.com). Please quote: “**Systems Administrator**” in the subject line. Pelmorex is committed to equity in the workplace. We thank all applicants for their interest, but only those selected for an interview will be contacted.