Systems Administrator

Rhyzome Networks provides data connectivity and data centre solutions to industrial, commercial, and residential customers through its more than 50km grid of fibre optic cable and Wi-Fi access point infrastructure in the City of Stratford, the Town of St. Marys and six other communities in southwestern Ontario. Rhyzome is critical to the City's strategy to establish Stratford as a digital technology centre and an internationally recognized intelligent community. For more information on Rhyzome Networks, please visit https://rhyzome.ca/

As the Systems Administrator, you will be responsible for interacting with internal and external clients, and vendors of Rhyzome Networks to ensure our networks, servers and end point devices are operational, optimized, and secure. While this role is responsible for overseeing key points of infrastructure, we are a small team and require a wide variety of both operational and project support. In day-to-day support you will be responsible for the maintenance, configuration, and reliable operation of workstations, servers, virtualization, storage, databases, and network infrastructure for all tiers of service.

This is a full-time position reporting to the IT Manager and includes a comprehensive benefits package.

Essential Functions and Responsibilities

- Maintain, monitor, and support infrastructure environments and data center facilities including the general health and maintenance of technologies such as Windows OS, Linux OS, Active Directory, Exchange, Office 365, SQL, Postgres and SCCM.
- Configure and automate Windows laptop/desktop images for staff workstations and servers and maintain server backups.
- Installation of software, upgrades, security patches, and system drivers of servers and third-party software packages adhering to our internal patch policy and performing quality assurance of all updates or changes before they are approved for production.
- Assume ownership and respond to incidents, problems, and changes; perform root cause analysis and implement preventative measures to maintain service performance for all users, participating in incident, problem, and change management processes as appropriate.
- Provide expert knowledge of server base computing, virtual environments, and cloud-based infrastructure and serve as a subject matter expert to peers and management.
- Evaluate new and evolving technologies, proposing solutions, and providing recommendations for maintaining, improving, and deploying infrastructure (servers, SAN, virtualization, switches, firewalls, cloud) in a high-up time environment.
- Conduct complex technical evaluations, analyze complex business needs, and recommend proposed physical and logical designs for new and existing infrastructure based on business requirements.
- Produce infrastructure-related scripts to automate manual tasks plus streamline operational activities and make recommendations for solutions where internal automation is not cost-effective.
- Develop, implement, maintain, and oversee the enforcement of policies, processes, and associated plans for the system operation and security, based on business requirements and industry standard best practices.
- Work with other IT personnel, vendors, and users to plan, coordinate, and implement system maintenance and security measures. Out of hours support for Rhyzome customers and FHI employees will be required as a function of this role. This will require being on call on a rotational basis.
- Perform other IT tasks as assigned, to include other departmental requests and special projects.

Required Technical Skills/Professional Abilities

- Post-secondary education in the field of IT (Computer programming, Computers Systems Technician, Computer Science, IT Infrastructure).
- 2 -3 years experience working with server-based computing, virtualization platforms (ProxMox, KVM, QEMU, Hyper-V) and cloud-based infrastructure, as well as a good understanding of industry trends including I/O virtualization and clustered storage.
- 2-3 years demonstrable experience in administration of Windows Server OS, Linux OS (Ubuntu, Debian, CentOS), Unix/Linux File Systems and volume management, Ceph storage platform, Active Directory, Group Policy, DHCP, DNS and clustering.
- Operational experience with Open Source technology and software.
- Strong experience with scripting, automation, and orchestration technologies and languages such as Bash, PowerShell, Python, Ansible, Python etc.
- Experience with databases considered an asset (SQL, MySQL, Postgres).
- Advanced networking knowledge would be an advantage (including a good comfort level with complex networks).
- Strong security knowledge (certification or demonstrated) and working knowledge of security and vulnerability management tools such as Nessus, OpenVAS, Rapid 7 Insight VM, SCCM, Microsoft Defender, IPS, Crowdstrike, etc.
- The ability to learn new domain specific knowledge quickly and accurately.
- A strong desire to learn and grow in a supportive environment
- Valid Class G license and clear driver's abstract

Personal Skills and Abilities

- Excellent communication with non-technical peers.
- Strong interpersonal skills and the ability to effectively communicate with team members to derive problems and determine needs.
- Ability to show versatility and resourcefulness when problem solving.
- Ability to work independently and effectively as part of a team.
- Ability to work in a fast paced, demanding, challenging, multi-tasking environment and organize priorities based on deadlines and importance of tasks.
- Attention to detail, willingness to learn/self teach with good analytical skills.
- Ability to effectively work within a small group of professionals to achieve shared and personal goals.
- Sense of creativity when developing solutions to deal with multiple types of issues from team members.
- Detail oriented, ensuring accuracy of information, and diligence in documentation.

Interested candidates may apply by emailing their resume and cover letter to hr@festivalhydro.com by September 27, 2021. Please reference "**Systems Administrator**" in the subject line.

We thank all applicants for their interest but advise only those selected for an interview will be contacted. Accommodations are available during the recruitment process. Applicants contacted for an interview are asked to make their needs known in advance.