

# KEILHAUER

## Job Posting

September 14, 2018

### Junior Systems Administrator

\$51,000 – \$60,000 annually + benefits

Keilhauer manufactures seating and tables for all the areas of the organization where there is an exchange of ideas. Keilhauer products are thoughtfully made to support communication and engagement in “Heads Up” spaces, such as meeting rooms, collaboration areas, lobbies and lunchrooms. Founded in 1981, Keilhauer is a privately owned, design focused contract furniture manufacturer. Working with world-renowned furniture designers, Keilhauer is internationally recognized for award-winning design, built with extreme craftsmanship, to the highest environmental standards. This full time position includes 9-5 working hours, and full benefits in an environment that values fun, creativity and integrity.

### **Are you our next team member?**

As the Jr. Systems Administrator, you will be part of a small, high-performing IT team who share the responsibility of maintaining Keilhauer’s systems uptime. Your driving objective is twofold: maintain all systems and find ways to improve them. Keilhauer is committed to delivering quality furniture on time, and your role of upholding technical infrastructure is a major contributor to our success.

The Jr. Systems Administrator is responsible for the maintenance, monitoring, support, and operation of Keilhauer’s computer infrastructure, Local Area Networks (LAN) and Wide Area Networks (WAN). This includes servers, routers, switches, wireless access points and controllers, digital boardroom equipment, VPN, firewalls, data lines, operating systems and other software. Every day, you will perform various checks to make sure the environment is secure and efficient. You will also monitor the IT Helpdesk and provide first and second level technical support for end users at Keilhauer and other supporting companies. The ability to communicate clearly and effectively with both non-technical and technical users is essential. This position is best suited to someone who is excited by the opportunity to work holistically across different areas of IT.

As a worker, you are highly organized, motivated to meet deadlines in a fast-paced environment, and able to assess the proper course of action when technical issues arise. When it comes to tackling problems, your approach is to roll up your sleeves and ask questions, starting with “How can I help?”

You are approachable and comfortable interacting with end users all across the organization. You care about how technology enables employees to better serve our customers. Being able to quickly adapt to new software and ideas is a must; your success in this role will be defined by passion for technology and a keenness to continue learning.

### **PRIMARY RESPONSIBILITIES: (Other duties may be assigned)**

#### *1. Maintains network infrastructure.*

- Monitors existing network hardware and software and offers recommendations where possible.
- Troubleshoots, monitors and implements Internet services.
- Manages Internet usage and activity using Websense Internet Management Software.
- Provides remote office and user connectivity over wireless & VPN solutions.
- Manages all network connectivity (LAN/WAN, wireless, routing) and network infrastructure hardware (Routers, Hubs, Switches, Firewalls, Access Points, Controllers, etc.) using industry-standard best practices.
- Monitors and administers DNS, IIS, WINS, DHCP, VPN, SNMP and SMTP services.
- Monitors and manages Keilhauer’s Spiceworks Asset and Helpdesk management system.
- Reduces the amount of virus infections on the network via email, Internet, USB, etc., and properly cleans any infected systems on the network.
- Implements network security to provide a stable and secure networking platform and prevent external intrusions as well as internal threats.
- Rapidly troubleshoots network outages.

#### *2. Maintains server infrastructure and services.*

- Prevents data loss due to temporary power outages/failures/brownouts.
- Effectively manages equipment life cycles and gives input regarding annual budget.

- Troubleshoots Windows operating systems including: 2008/2012/2016, Windows 7 Pro, Windows 7 Embedded, and Windows 10.
- Coordinates installation and/or relocation of local and remote systems, including data cabling.
- Assists in the installation of hardware and software systems.
- Administers WYSE Thin Clients, Images and Device Manager.
- Assists end users in diagnosing and solving all computer hardware, software, and printer problems.
- Ensure that all End User Workstations and Thin Clients are functioning at maximum performance by administering complete hardware and software diagnostics as required.

3. *Contributes to improvement projects within the IT environment wherever needed.*

- Prepares progress reports for Technical Services Manager on project status and progress towards goals.
- Recommends additions and changes to information system standards, policies and procedures.
- Creates, modifies and maintains Keilhauer product configuration models which are used to build customer orders through Keilhauer's ERP system (SyteLine).
- Manages the Electronics/Computer Recycling Program as well as inkjet and toner recycling.
- Researches, recommends, and assists in the decision making of hardware and software solutions based on project requirements and future network infrastructure additions/changes.
- Prepares, recommends, and applies additions and changes to information system standards, policies and standard operating procedures.

## QUALIFICATIONS

- Technical certifications: MCSE Windows Server 2012/2016, A+, Security+, Network+. CCNA a strong asset.
- Proficient in the TCP/IP protocol stack.
- 5+ years of experience with Microsoft operating systems.
- 5+ years of experience upgrading PC hardware and software.
- Advanced knowledge of Microsoft Office applications (Excel, Word, PowerPoint, and Outlook).
- Experience with VoIP phone systems.
- Experience with Apple and Android devices. Blackberry experience is also useful.
- The following would be beneficial in a candidate:
  - Related post-secondary certificate or diploma or degree (e.g. Computer Science).
  - Proficient in ASP, HTML, and basic web design.
  - Experience with HP Printers and JetDirect
  - Experience with SyteLine (CSI)

## PHYSICAL DEMANDS AND ENVIRONMENT

The Jr. Systems Administrator operates primarily in an office environment and occasionally in manufacturing plants. In the plant environment, you may be exposed to airborne particulates (dust), noise and heat. Physical demands of this role include moving components (e.g. servers, monitors) that weigh up to 50lbs underneath desks and/or overhead, manipulating wires and cords, and intensive use of computers. You may be occasionally asked to work outside of standard hours to accommodate business needs. You will also have to drive between several facilities, sometimes without prior notice, so access to a vehicle is a must.

*Keilhauer is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive, respectful environment for all employees. Keilhauer is committed to providing accommodations for people with disabilities where possible.*

Let us know if accommodation is required for the interview.

**If this is you, send your resume to [careers@keilhauer.com](mailto:careers@keilhauer.com) or by fax to (416) 759-5723 and tell us how you would be a great fit.**

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We thank you for your interest, and advise that only those selected for further consideration will be contacted.