

System Administrator

Ayming is a leading international business performance consulting group with offices in 16 countries and over 1,500 employees worldwide. Backed by 30 years of proven results, Ayming provides strategic and operational expertise, enabling businesses to improve their overall performance in the areas of Finance & Innovation, Operations and Human Resources. Ayming North America has offices in Montreal (head office), Toronto, Vancouver and Boston.

The Role:

Ayming North America is looking for a bilingual (French and English) IT System Administrator with to 2 - 5 years relevant work experience. The role will be based in the Montreal office, therefore all applicants must be permitted to work in Canada. Reporting directly to the Director of Corporate Services, the System Administrator ensures the maintenance of all existing IT systems and servers, provides or coordinates end user support and contributes to longer term transformation projects.

The System Administrator is the main IT staff within the company and is expected to be fully committed to supporting operations, contributing to a wide range of IT related activities and managing all 3rd party contractors.

Key Responsibilities and Related Tasks:

System maintenance

- Application maintenance: Salesforce, Office 365, TM1 (accounting), Jira, MyReport, R:BASE
- Ensure security: Firewalls, anti-virus, VPN, intrusion and detection systems, physical security
- Ensure protection of confidential information: employee and client
- Ensure pro-active system and security monitoring
- Manage hardware equipment and software licensing budget and inventory
- Create documentation/procedures for internal processes and upgrades
- Maintain daily backup process

User support / trouble shooting:

- Manage user credentials and permissions
- Support Applications, Mobile Devices and office tools
- Coordinate troubleshooting with IT central helpdesk located in France
- Troubleshoot most pressing issues
- Onboard and train users on Ayming applications
- Analyze trends in issue reporting and devise preventive solutions

Contribution to special projects (few examples below)

- Laptop migration
- Migration of the invoicing system
- Report creation and data analysis
- Salesforce transformation

Qualifications and Skills:

- A university degree in IT / Computer Science / Software engineering / Business administration / Business Technology Management or at least 3 years relevant experience
- Strong technical understanding of technology, including: hardware, software, network, database and security
- Experience with Sales Force implementation or migration and maintenance or stabilisation
- Minimum 2 years experience managing external IT suppliers
- Coding experience: Java, SQL, HTML/CSS/JavaScript, an asset
- Mandatory proficiency French and English
- Ability to fly up to 10% of the time
- Problem-solving: research solutions, build pilots, reverse engineer, estimate effort
- Highly organized with excellent priority management skills
- Ability to manage users and leadership's expectations, including ability to push back
- Patience, self control and customer-friendly attitude

Why work here?

- Contribution to company wide transformation project
- Develop / grow leadership and business analysis skills
- Highly autonomous role where your opinion will be valuable and key to the company success
- Global established brand with career opportunities inside Ayming international group
- Fast growing organization especially in the US