



Systems Administrator

The Prophet Team is looking for a **Systems Administrator** that enjoys dealing with people as much working on computer equipment. This role will challenge an individual to think quickly and solve problems in a variety of hardware and software environments. As a member of the Technical Support Team, the successful candidate will provide exceptional customer service in an environment that promotes learning and team work.

Key Responsibilities:

- Analyze and resolve technical problems for established networks, desktop equipment and software
- Support the roll-out of new hardware and software to clients.
- Install, upgrade, and configure network printing, directory structures, user access, security, software, and file services.
- Provide timely and professional support via telephone, remote control, in person and e-mail.
- Provide network documentation, training, and guidance to orient clients on the use of their hardware and software
- Document problems and resolutions for future reference
- Work as a team member with other technical staff

Requirements:

- Excellent verbal and written communication skills
- Completion of a post-secondary program preferred, MCITP Enterprise Administrator certification, or equivalent education.
- Minimum 3 years IT experience.
- Excellent knowledge of Windows Server 2003/2008, Exchange 2003/2007/2010, and related products.
- Thorough understanding of IP networks and all related elements.
- Knowledge of desktop and server hardware from various vendors.
- Understanding and knowledge of Windows XP/ Vista/Windows7.
- Knowledge of various switching and routing hardware. Preference for knowledge of Cisco products.
- Desirable to have understanding and ability to work with Linux distributions.
- Understanding of virtualization technologies, HyperV and VM Ware.
- Demonstrated superior customer service skills.

How to Apply:

Send resume and cover letter in Microsoft Word or PDF format to Tim Robinson at hr@prophet.ca

About Prophet Business Group:

Prophet Business Group is a One-Stop IT Solutions provider serving Winnipeg, Manitoba's growing businesses. We pride ourselves in being a leader in IT solutions and provide support for small to medium size businesses where there is little or no dedicated IT staff. To achieve this goal, we are constantly improving the value of our services and focus on making our customers more efficient, productive, and satisfied with their technology investments.

We provide the highest quality professional services at an affordable price by using a combination of our experienced IT engineers, network management tools and services; performed over the Internet, on site, or over the phone. From managing single IT projects to providing ongoing maintenance and support, we offer an array of services to help our customers meet their strategic goals. With a customized approach for every client, we have the resources to respond to urgent needs, assist with specific strategic projects, or provide proactive troubleshooting and infrastructure management.