

## SENIOR INFRASTRUCTURE SPECIALIST

To apply for this position, email résumé and cover letter  
(Microsoft Word or PDF format) to [hr@prophet.ca](mailto:hr@prophet.ca)

### The Role

Are you a veteran Systems Specialist excited by the challenge of IT Implementations, Support and Consulting? This role offers you an opportunity to step into an important role with a dynamic organization with the potential for growth from a personal, professional and technical standpoint. You'll work closely with our Network Services Manager and a talented team of technicians. You'll be a key member of our team and your day-to-day will include:

- Install, upgrade, and configure Virtual Servers including network printing, directory structures, user access, security, software, and file services;
- Analyze and resolve technical problems for established networks;
- Configure and install network switches and firewalls;
- Create custom scripts for various network and server-related tasks;
- Manage and diagnose problems with virtual machines and virtual networks;
- Support the roll-out of new hardware and software to clients;
- Provide on-call support on a rotation basis when required;
- Provide timely and professional support via telephone, remote control, in person, and email;
- Provide network documentation, training and guidance, to orient clients on the use of their hardware and software;
- Document problems and resolutions for future reference;

### Requirements

This role calls for a dedication to customer service and a broad range of technical skills. The specifics include:

- 8+ years IT implementations and customer service experience with the last 2 years at a senior level;
- Post-secondary program completion preferred, and current IT Certifications would be a definite asset;
- Understanding and experience with Hyper-V and VMware virtualization technologies;
- Knowledge and experience with various hardware and software platforms;
- Excellent knowledge of Windows Server, Exchange Server, Office 365, and related products;
- Solid understanding of IP networks, switching and firewalls;
- Knowledge of various scripting languages;
- Knowledge and understanding of Windows 7/8/10;
- Demonstrated superior customer service skills;
- Desire to learn and a passion for technology;
- Criminal Record Check (valid within 6 months)
- Valid Driver's License and regular access to a reliable vehicle.

[Prophet Business Group Ltd.](http://Prophet Business Group Ltd.) is a Winnipeg-based software and technology company. Our expert team of accounting software and IT consultants help organizations manage their financial operations, business processes and IT infrastructure for greater success. We work to live (not the other way around) and offer a competitive salary and a flexible work environment.