

JOB DESCRIPTION

Title of Position	IT Infrastructure Team Leader
Department	IT Infrastructure and Support
Immediate Supervisor	Director, IT Infrastructure and Support
Location	Blainville

Summary of the Role:

The IT Infrastructure Team Leader is responsible for the proper operation and security of the IT infrastructure and the coordination of the technical teams.

Primary Responsibilities:

- Evaluate and propose solutions to improve the IT infrastructure (servers, external devices, network, virtualization, cloud info);
- Evaluate and propose solutions for the network components;
- Evaluate and propose solutions to improve the software used by Hitachi Systems Security;
- IT infrastructure project management;
- Training of technical teams on diagnostic and safety procedures;
- In charge of IT infrastructure security (policies and their application);
- Responsible for contact with suppliers for the purchase of equipment for the IT Operations Department and negotiation with them;
- Planning, deployment, monitoring and maintenance of IT software and equipment:
 - Windows Server: CRM, O365, Exchange, Barracuda, SQL, AD, DNS, Backup;
 - Linux CentOS: Kerberos, PostgreSQL, Backup, Apache, DNS, YUM Repo, IPTables, Nagios / Munin, Samba, Squid, SVN;
 - Cloud: AWS, Azure
- Planning and maintenance of services and production servers;
- Responsible for backup copies (backup and recovery of data);
- Maintenance and management of network components (Switches, Routers, Firewall);
- Level 3 technical support to internal clients;
- Design and implement security, redundancy and backup systems to maintain data and system security;

Qualifications Required:

- College diploma or higher in IT
- 5 to 7 years of experience in networking
- Strong knowledge of networking protocols and equipment (CCNA, CCNP level)

- Strong knowledge of Linux operating systems (RHEL, CentOS, Windows Workstations and Servers)
- Experience with support ticket management systems
- Experience in IT project management and management of a team of IT specialists
- Sense of leadership
- Resourcefulness, analytical skills and problem-solving technique
- Developed sense of initiative
- Openness to continuous improvement
- Organizational skills and ability to write technical documents
- Good oral and written communication in English and French
- Developed sense of IT security
- Ability to work in a team
- Ability in technical professional communications in a multicultural context
- Experience creating automation scripts
- Experience with cloud technologies (AWS, AZURE, O365)

We offer:

- State-of-the-art IT equipment
- Friendly and dynamic work environment in new and modern office
- Employee Referral Bonus
- Group insurance plan
- Team spirit and dedication to service excellence
- Sense of belonging to a global, brand-name organization