

## **Systems Engineer – Infrastructure Services**

Office Location: Etobicoke

### **The Company:**

We are a Business Process Automation company that is expanding our Managed Services Group to provide project and operational service to our enterprise-class customers. Our Customers are varied within several sectors of industry, and therefore provides a unique opportunity for exposure on how different industries work and provides unique project experiences.

Our mission is to help organizations automate critical business processes, exchange information securely, and eliminate the inefficiencies and errors associated with manual and labor-intensive processes.

### **The Opportunity:**

Process Fusion Inc., (PFI) a leading digital cloud solutions provider is looking for an experienced Channel Sales & Marketing Director to join our Canadian marketing team based in Toronto, Canada.

We are seeking a System Engineer to join us as a permanent employee. Reporting to the Director of Infrastructure Services, this is a Toronto-based role working primarily on ongoing operations and support for our worldwide customers. As a Systems Engineer you will be involved in the daily management of incidents, operational maintenance and support, and proactive/preventative of systems. The ideal candidate will drive standardization and automation of processes and procedures for IT applying ITIL service management knowledge and techniques.

You are a System Engineer with a passion for making systems work on complex to simple solutions and applications offered by Process Fusion Inc. You have hands-on experience operating and support applications or systems in various environments. You have outstanding communication skills to work with customers as well as co-workers, with a logical, structured mindset that demands you approach problems and issues in an organized, well-thought-out manner.

### **Position Responsibilities:**

- Participate in, and in cases lead, various initiatives as they pertain to Windows Server and Microsoft Server and Azure infrastructure.
- Demonstrable knowledge of the following disciplines; Unix/Linux, Windows server O/S, Web/IIS, networking/LAN/WAN.
- Implement and main backup and recovery procedures; maintain data security, reliability, and availability; capacity planning, usage monitoring and performance tuning.
- Participate in system development activities providing technical recommendations to application support teams and customers.
- Provide complex technical support for existing hardware and software products. Assess and recommend release levels and updates of Windows servers.
- Provide consulting and education to internal teams.
- Engage in research and development.
- Provide day-to-day technical support.
- Perform network troubleshooting to isolate and diagnose common network and server problems.

- Serve as a senior escalation resource and a subject matter expert on existing infrastructure — available after-hours and on weekends to support any senior escalation requirement.
- Develop network designs, studies, and plans; supports the design, test readiness, and operational readiness reviews.

**Minimum Requirements:**

- Degree in Computer Science, Information Security, or a related discipline, or equivalent work experience.
- You have at least 3 years' experience in a similar role
- Strong problem-solving skills, self-motivation, and demonstration of proactive work in the design and management of reliable and robust production systems.
- Able to learn and work independently.
- Fluent in English; strong verbal, reading comprehension and written communication skills.
- Strong customer focus.

**Soft Skills:**

- Innovative and out-of-the-box thinking
- Excellent networking skills
- Works with little supervision
- Enjoy technology
- Able to work in a 7 x 24 environment.

**Benefits:**

- Competitive base salary plus bonus based on results
- Full benefit coverage starting after 3 months, including life, health, and dental
- RRSP with company participation
- Tuition reimbursement

**Directions to Apply:**

- Please send us your resume
- Please include a cover letter telling us why you are going to be great in this role.

**\*\*Principals only. Recruiters, please do not contact this job poster- Do NOT contact us with unsolicited services or offers\*\***