Employment Opportunity
IT System Administrator

Competition #: **4N24-063**
Wage: **Commensurate with Experience**
Hours of Work: **Permanent Full-Time**
Location: **Whitehorse, Yukon. Remote may be considered**

The IT System Administrator reports to the Manager of Information Technology, is responsible for supporting all server and network infrastructure at Air North, Yukon's Airline. This role involves collaborating with teams and business to understand and utilize current technologies while exploring new opportunities to enhance the support for Air North. This position ensures support and solutions are provided as well as providing training and supports to other IT team members, and is an escalation for support to the team.

Why work for us?
- Phenomenal flight benefits for you and your family – local and international!
- Extra travel benefits such as hotels and cruise deals
- Employer paid health & dental benefits
- Group RRSP investment options
- Cargo shipping benefits

Duties and Responsibilities:
- Active Directory configuration
- Oversee the installation, configuration, and maintenance of all serversl(Local and data centre) to ensure optimal performance and reliability. (Hyper-V, Linux, O365, MS Office. HTML/CSS, MySQL/SQL Server)
- Manage and maintain network infrastructure, including routers, switches, firewalls, and wireless access points. (Cisco, Sonic Firewalls, VPN, Satellite)
- Implement and monitor security measures to protect IT systems from cyber threats and ensure data integrity
- Managed services experience, NOC, SOC, SaaS, IaaS
- Diagnose and resolve hardware, software, and network issues promptly to minimize downtime
- Develop and maintain backup and recovery procedures to ensure data protection and business continuity
- Plan and execute system upgrades and patches to keep IT infrastructure up-to-date and secure
- Create and maintain detailed documentation of IT systems, processes and procedures
- Provide technical support and training to staff, ensuring they can effectively use IT resources
- Coordinate with external vendors for procurement, maintenance and support of IT equipment and services
- Ensure IT operations comply with relevant regulations and industry standards
- PowerShell scripting
- Administering corporate software systems

Knowledge, Skills and Abilities:
- Ability to work independently and as part of a team
- Ability to troubleshoot and resolve technical issues efficiently
- Adaptability to new technologies and tools
- Strong communication and interpersonal skills
- Strong analytical and problem-solving abilities
- Strong organizational skills, attention to detail and ability to multitask
- Strong understanding of cybersecurity principles and best practices
- Strong negotiation and vendor relationship management skills

Qualifications and Conditions of Employment

- Bachelor's degree in Information Technology, Computer Science, or a related field
- Relevant certifications such as CompTIA A+, Network+, or Microsoft Certified: Cloud Administrator
- 4-7 years of experience working with IT teams in a coordination role
- Previous aviation experience considered an asset
- Experience in IT procurement, project coordination, vendor management and IT Service Management practices
- Experience in managing server and network infrastructure
- Must be a Canadian citizen, Permanent Resident or show proof of right to work in Canada
- Must have and maintain a valid Class 5 Driver's License
- Must be able to obtain and retain a Restricted Area Identification Card (RAIC)

How to Apply:

Quoting competition #4N24-063, please submit your resume and cover letter to the Human Resources Department:

Email: careers@flyairnorth.com

We wish to express our appreciation to all applicants for their interest in this position. Due to the substantial volume of applications, we receive, only qualified candidates selected for an interview will be contacted.

Air North is committed to employment equity and welcomes applications from diverse and underrepresented groups. If you require assistance and/or a reasonable accommodation during the application or recruiting process, please contact careers@flyairnorth.com.

Air North, Yukon's Airline has been serving Yukoners for over 40 years. We offer competitive wages, an attractive benefits package including great travel perks, and an enriching work environment for our 450+ employees.