

IVACO ROLLING MILLS LP

A HEICO COMPANY

1040 COUNTY RD. 17, P.O. BOX 322 L'ORIGINAL, ONTARIO, CANADA K0B 1K0
(613) 675-4671

Technical Support Specialist

Ivaco Rolling Mills LP, a major steel manufacturer in the Hawkesbury Ontario region, is seeking a Technical Support Specialist for its Information Systems department.

The Technical Support Specialist must be driven, able to work well under pressure and have excellent communication, organizational and interpersonal skills. The work environment will consist of a mix between office and industrial shop floor. Bilingualism (English/French) are considered strong assets and industrial or manufacturing experience is preferred.

Duties will include:

- Maintain, troubleshoot and administer a complex Cisco IP network including Dell workstations, HP servers and storage, firewalls, Extreme Networks access points and controllers, Panasonic IP camera infrastructure.
- Evaluate, configure, monitor and maintain infrastructure software and applications.
- Management and support of Office365 applications, MSSQL and Hyper-V clusters.
- Reviewing the design and operation of digital services for information security aspects such as disaster recovery, business continuity.
- Supports standard architecture design patterns and services such as enterprise identity and access management in accordance with Company Standards and Practices.
- Provides escalated support and solutions to Business Systems and Process Control teams.
- Provides support in the planning, assessment, design, construction, selection and implementation of upgrades to the existing systems as well as enhancements/additions to emerging enterprise technologies.
- Assists in vendor and subcontractor relations, including Service Level Agreements, incident/problem management and delivery of services in use by the organization.
- Maintains security on all server hardware, software and network, including set up, audit, revision/modification and cancellation.
- Performs division-wide user accounts administration including addition, deletion and change of user accounts according to approved policy, standards and procedures.
- Performs risk analysis and security assessments to identify points of vulnerability and recommends mitigation strategies.
- Actively documents network infrastructure including adds, moves and changes.
- Implement network traffic and security monitoring software, including patch management.
- Perform data backups and disaster recovery operations.

Must have:

- 5 + years relevant experience, preferably in an industrial/commercial setting
- Relevant Computer Science or equivalent degree.
- Experience with Microsoft application deployment and management, preferably with MCSA certification
- Experience in Cisco IP Networking, preferably with CCNA/CCIE certification
- Experience working in a fast paced and dynamic environment
- Strong troubleshooting skills
- Strong communications and interpersonal skills, bilingualism (French - English) considered an asset
- Ability to plan and execute projects
- Proven ability to manage personal time and deliverable commitments
- Passion for technology

We offer a competitive wage and benefits package.

All interested applicants should forward their resume, in confidence to:

Ivaco Rolling Mills
PO Box 322
L'Original, ON
K0B 1K0
Attention: Gilles Seguin
gseguin@ivacorm.com
www.ivacorm.com

(Only candidates selected for an interview will be contacted.)