



VOLKER STEVIN POSITION PROFILE

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| Position: | Senior IT Support Analyst / Team Lead | Status: | Full Time - Salary |
| Company: | Volker Stevin Canada | Location: | Main Office – Calgary, AB |
| Division: | Information Technology (IT) | Supervisor: | General Manager, IT |
| Is this Safety Sensitive position? | | No | |

Volker Stevin Canada and its subsidiaries across **Western Canada** are dedicated to providing the highest level of quality services in the areas of: construction, project management, highway maintenance, civil works and bridge construction, maintenance and rehabilitation expertise, and asphalt/aggregate plants and pits.

In anticipation of our client’s needs, we strive to build and maintain long term relationships based on safety, quality, value, trust, and timely service. In addition to upholding professionalism, integrity, honesty, and fairness in our relationships with our clients, professional associates, subcontractors, and suppliers we ensure the longevity of the Company while sustaining growth and profitability.

Holding a moral obligation to a safe, environmentally responsible work environment we model safety excellence as our way of life – where individual professional growth is the foundation for company growth. Our culture of building and maintaining successful partnerships instills confidence in achieving both employee and client goals.

Position Rationale

The **Senior IT Support Analyst** is the final escalation point within the Client and Technology Support department. Technical issues that cannot be resolved by levels 1 & 2 support staff are escalated to the Tier-3 Support Technician. The Tier-3 Technician is capable of troubleshooting and resolving the most difficult and complicated issues. This position works closely with the Senior Infrastructure and Senior Network team members. The Tier-3 Support Technician is the escalation point for all technology support issues within the environment.

- Manage the existing IT Support staff
- Provide third tier service desk support. This would encompass end user devices (desktops, laptops, smart phones, etc.), network and multifunctional printing devices, desktop applications, and branch to branch networking. This includes both on-site and remote support of all Volker Stevin Canada companies.
- Support incident and problem escalation to the appropriate people as needed.

Position Accountabilities

Operational Management:

- Follow ITIL best practices (Incident, Problem, Request and Change Management)
- Report on SLA metrics



- Identify and recommend infrastructure management tools and services along with the necessary processes to monitor and protect IT infrastructure
- Perform incident root cause analysis.
- Participate in an afterhours on-call rotation including weekend work where required.
- Show leadership in evolving the practices and methodology.
- Introduce new infrastructure technologies either hardware or software that will create value for Volker
- Be available to assist IT projects as a subject matter expert and reference for new designs and implementations and technologies
- Manage the implementation of infrastructure initiatives. Show leadership in evolving the practices and methodology
- Assist and mentor other team members with technical and process requests.
- Assist in the implementation of policies, procedures, and technologies to ensure network, application, and data security.

Team Support

- People management and daily operations support of critical business and infrastructure systems for the Firm.
- Provide leadership, guidance, and processes to elevate the performance of the team.
- Lead the team and in collaboration with other teams / peers to deliver expert level troubleshooting / resolution, processes / capabilities to resolve complex issues affecting critical business and infrastructure systems, including but not limited to Microsoft Active Directory, Azure services, O365 services, (Email Messaging System, Email Archiving, In-tune and others) XenApp, XenDesktop, Backup Technologies (Microsoft Data Protection Manager and others), SharePoint services, Microsoft SQL, Document Management Systems, and take appropriate measures to correct them. Assess alternatives in terms of supplier offerings, costs, technologies, and methodologies in relation to feasibility and practicality to the business objectives.

Customer Service

- Clear understanding of who the internal/external customers of the Volker Stevin Group of Companies are.
- Represent Volker Stevin in a professional, helpful and confidential demeanor at all times.
- Demonstrate a “can do”, “problem solving” approach to all inquiries and concerns.
- Be available on a rotational basis for on-call 24/7 support.

Work Environment / Conditions:

- Core Business Hours of operation are Monday to Friday from 08:00 AM to 05:00 PM,
- Office work environment
- Fast paced work environment

Safety:



- Actively engage in Volker Stevin Canada’s safety culture.
- Engage senior management on an ongoing basis regarding safety activities and successes.
- Remain visibly committed to the safety excellence way of life by:
 - Participating in all relevant safety training.
 - Providing positive recognition of safety as a way of life



Position Requirements

Qualifications & Experience:

- University Degree or College Diploma in Computer Science/Networking or related field.
- 7-10 years of work experience in a similar role.
- 4-6 years of management experience.
- Cloud Services (Azure), Microsoft Certified Systems Engineer (MCSE), VMware Certified Professional and/or Citrix Certified Engineer (CCA) designation are assets. Working knowledge of AWS, Google Cloud services will be an asset.
- Strong working knowledge with MS Office, MS-Teams and MS-TFS.
- Excellent interpersonal and communication skills, both verbal and written, and the ability to facilitate discussions with all levels of personnel.
- Knowledge of Dell / Cisco UCS hardware (Blade servers and Storage Area Networks) & supporting infrastructure such as SAN fabric
- Knowledge of Azure, O365 services, Skype, Exchange, In-tune, Email Archiving
- Knowledge of UCS and virtualization technologies including VMware & Microsoft products.
- Knowledge of Terminal Services, Citrix XenApp / XenDesktop
- Knowledge of Commvault, Veeam & other related Data Protection technologies
- Knowledge of Active Directory, ADFS, Domain Name System (DNS), System Center services, SCOM, OMS, Workday, SSO solutions, Anti-spam, Anti Malware, SIEM systems
- Working knowledge of ITIL, DevOps, Agile, Kanban processes and methodologies
- Knowledge of Microsoft SQL Database environments and Document Management Systems
- Up-to-date knowledge of technology and industry best practices