



Acero Engineering Inc. (“Acero”), a growing oil & gas facilities engineering company providing engineering, procurement and construction management expertise is currently seeking a motivated and enthusiastic individual to fill one role as an **System & Network Administrator (4 - 6 years’ of experience)**.

Acero is focused on facility and pipeline engineering, procurement and construction management services; from concept evaluation to plant start-up. Our core service offering is in-house project management, process, mechanical, electrical I&C engineering, project engineering, procurement, regulatory services and construction management.

Acero maintains a core belief that success depends on the development of long-term relationships, forged by providing clients what they ask for – which is not necessarily the same product across the board.

Our clients are typically looking for quick turnaround, flexibility and fit-for-purpose deliverables, with no unnecessary additional frills.

Why do employees stay at Acero? We provide a flexible and trusting team-oriented environment where hard work, discipline and honesty are encouraged and rewarded. We are driven to provide our clients with exceptional service.

#### **Responsibilities:**

- Provide support for end user hardware and software related issues both remotely and on-site.
- Image, deploy and maintain hardware including Servers, Desktops, Laptops, docking stations and peripherals.
- Perform software installation, updating and troubleshooting.
- Resolve hardware and software issues in a timely fashion.
- Ability to work independently on a diverse range of tasks.
- Deliver high-quality customer service to users within service levels.
- Support cellular/tablet devices, including Android, IOS and mobile operating systems.
- Creation and maintenance of operational and user documentation.
- Provide support on cloud collaboration tools, including OneDrive, Microsoft Teams, SharePoint and meeting rooms.
- Networking knowledge on Firewalls, switches and Access Points.
- Assist with on and off-boarding of staff and contractors and management of corporate assets.
- Provide after-hours support if needed.
- Keeping work area and storage room(s) neat and tidy to prevent any HS&E related issues.
- Other duties as required.

#### **Compensation & Benefits:**

Acero offers employees competitive wages and a benefits package. Salary will be commensurate with education and experience.

#### **Preferred Education, Experience and Skills:**

- Post-secondary education in information technology and a minimum of 4 years of demonstrated IT support experience.
- CompTIA A+, Network+ (Plus), Microsoft Windows Server and/or Desktop certification is an asset.
- Windows Server Administration experience both on premises and Azure is desirable.
- Knowledge of IT security best practices and system monitoring skills.
- Demonstrated knowledge and technical skills with in Hardware, OS and applications.
- Experience in modern MFA Solutions (Cisco Duo, Microsoft Authenticator) is an asset.
- Cloud backup and recovery knowledge and experience is an asset.

- Microsoft certification(s) would be an asset. Passion for continuous learning, researching new technology and tackling challenges.
- Self-motivated, adaptable, with strong problem-solving abilities.
- Customer oriented with patience to work with users of varying technical abilities.
- Work effectively under pressure and able to multitask with competing priority levels.
- Strong written and verbal communication skills with the ability to communicate effectively with all levels of the organization.

**Interested candidates may submit a resume to: [hr@aceroeng.com](mailto:hr@aceroeng.com). No phone calls please.**

Please reference **“System & Network Administrator (4 - 6 years’ of experience)”** in your cover letter and email subject line. Only those being actively considered for employment will be contacted. Only those who are qualified and who are legally authorized to work in Canada need apply.