

Systems Administrator



Scout is a strong, growing provider of outsourced IT and Telephony services and support based in the Lower Mainland. Our purpose is to utilize technology to simplify lives, both for our clients and our team, so we are constantly learning and growing to best serve our clients. No two days are the same and we love it! We have a wonderful team of amazing people, committed to supporting each other, doing things well and having fun at the same time. As part of that, we have a hybrid WFH approach, seeking to balance the developmental and relational benefits of being in the office with those of working from home.

We're looking for a Systems Administrator who cares about doing things well, but also efficiently. Who is good at problem solving and leveraging resources, but also knows when to ask for help. Someone who sees the person behind the problem and who can build positive relationships with our clients and the team. The Systems Administrator's primary role is to work closely with our clients and team to support and maintain their technology, while ensuring SLAs and customer satisfaction are maintained.

What does that look like?

- Providing friendly and professional support to our clients, primarily remote, but also onsite if required
- Troubleshooting hardware, software, systems and network issues
- Continuing to learn about new technologies and troubleshooting techniques
- Identifying, communicating, and resolving opportunities for improvements for our clients and within Scout
- Increasing collective team knowledge and being a subject matter expert or resource to others
- Being part of on call rotation

What do we look for?

- A Scout culture fit. We're looking for servant leaders that work well with others
- Tier 2/3 technician with experience in mixed PC and Mac IT environments. MSP experience an asset
- Experience administrating Microsoft's Ecosystem (Exchange Online, Teams, SharePoint, OneDrive, etc.), including Azure
- Experience with administrating and maintaining virtualization technologies, such as Hyper-V and VMWare
- Excellent spoken and written communication skills – ability to translate technical information into user-friendly terms in person and on the phone
- Collaborative team players, with experience handling escalations and being a resource for others
- You are self-motivated and focused, with excellent time management skills and attention to detail
- Demonstrated understanding of and interest in how things work, not just how to fix them
- Experience with Scout's technology stack of Dell Servers, SonicWALL Firewalls, HP Layer 3 switching, Ubiquiti APs and Switches
- A Valid BC Driver's license with a clean driving record

What are the benefits of working at Scout?

- Collaborative team environment with supportive co-workers who want to help you succeed
- Customized development plans, tuition reimbursement, along with a wealth of in-house experience
- A wide variety of clients and technologies to keep things interesting and provide ongoing growth opportunities
- Monthly company events, including regular pub nights, quarterly outings, and LAN nights
- Staff driven employee recognition and reward platform
- Free gym in the building
- Automated coffee machine and fridge full of delicious drinks
- Flexible working location