The Butchart Gardens is looking for an individual to fill the following full-time position:

DEPARTMENT: Administration
POSITION: IT Systems Specialist

This is a full-time job in the Information Technology division of the Administration Department at The Butchart Gardens. Staff in this position implement, support and sustain The Gardens' core technical infrastructure. Areas of responsibility include core networking, security, storage, backups, directory services, CCTV, application support, along with other related systems. The ideal candidate will have a dedication to continuous learning, be adaptable to the rapidly changing IT landscape, and look forward to the challenge of building and maintaining complex critical systems.

IT Systems Specialists are responsible for all of the following areas:
Application Support: customize, maintain, and support software. This may include writing application interfaces, customizing Vendor software and writing custom reports.
Database Support: install, monitor, maintain, and performance tune databases while ensuring high levels of data availability.
Desktop Support: manage PC's laptops, mobile devices, operating systems, install applications, and peripheral devices. This includes developing and testing application deployment packages for both virtual and physical systems.
Network Support: to support the stable operation of the computer network security services. This includes servers, network hardware, and monitoring systems.
System Security: Maintain and facilitate best practices to protect The Butchart Gardens network via firewalls, backups, training, real-time threat detection and mitigation, and disaster recovery planning.
Internet Support: develop, install and maintain hardware and software web technologies, including desktop and mobile.

Duties and Responsibilities:
- Install, configure, and monitor operational status of hardware and/or software
- Recommend, schedule, and perform system upgrades and patches
- Test and verification of firmware and software across many departments
- Produce and maintain various types of documentation such as: technical specifications, operational procedures, software/hardware configuration, reports, and training materials and provide training as needed
- Troubleshoot incidents, and problems, collaborate with external vendors and other partnerships where needed to resolve
- Participate in new initiatives and new projects, both independently and in a team environment
- Research emerging technologies, evaluate and prepare recommendations to support continued development of systems and improve service delivery
- Suggest initiatives to enrich Information Technology services.
- Perform other related duties as required
- Weekend and evening work will be required in certain seasons

Knowledge, Skills, and Abilities:
- Thorough knowledge of IT systems
- Thorough knowledge of a range of diagnostic, reporting, and analysis tools.
- Strong software and computing background is necessary
- Solid understanding of IP networks and networking technologies
- Analytical and problem-solving abilities
- Ability to effectively complete assigned tasks, set priorities, meet deadlines, and work under pressure with a high degree of accuracy.
- Ability to deliver exceptional technology service to users; by remote access and via the phone as well as on-site support.
- Ability to grasp concepts quickly
- Knowledge of test procedures and methodology
- Exceptional written and verbal communication skills and active listening skills.
- Must be a good communicator with a demonstrated work history of being proactive and responsive
- Organizational and time management skills
- Able to provide software training to onsite staff
- Able to work well independently and as part of a team
- MS Server Operating systems
- MS SQL
- Active Directory design and management
- A minimum of MS Exchange 2016 experience
- Knowledge of MS Office Suite of Applications
- Liaising with staff and departments to determine requirements and then recommend and deliver solutions.
- Strong understanding of Network fundamentals

- Strong understanding of server hardware
- Great attitude
- Ability to exercise good judgement in the performance of all tasks related to day to day operations and projects

Requirements:
- University Degree in the field of Computer Sciences or Information Technology with 4 years computer systems experience, designing, implementing and supporting core IT technical infrastructure (eg. core networking, backups, remote access, SAN (storage area network), security, email/messaging, directory services) or an equivalent combined education and experience.
- **Candidates must reside within commuting distance of The Butchart Gardens as work is performed on-site. There is no opportunity for remote work.**
- A Class 5 license is required as equipment may need to be transported around the property.   Due to the confidentiality of this position, a satisfactory Criminal Record Check will be required.

This is a full-time, year-round position. Shifts will be 7am – 3:30pm with occasional weekend work, Remuneration will be commensurate with this level of responsibility and the qualifications of the successful candidate. Starting from $32.33 per hour. Applications will be accepted until a suitable candidate is found.

Interested individuals should submit a resume and cover letter to: Human Resources, The Butchart Gardens, 800 Benvenuto Ave, Brentwood Bay BC, V8M 1J8 Fax: (250) 544-4455 Email: hr@butchartgardens.com

We sincerely thank all those who apply, however, only those short-listed will be contacted.