

JOB POSTING

Role **System Administrator / Technical Support**
Flexible Part-time, hybrid remote and office-based position

Reports To **Director, Finance & Administration**

Location **Woodstock / Tillsonburg / Delhi, Ontario**

Bossy Nagy Group (BNG) is a growing, well-established Professional Services firm specializing in the provision of public accounting and business advisory services in Southwestern Ontario. We strive to provide our clients with nothing less than exceptional service, and each of our Team Members takes personal pride in helping our clients build better businesses.

BNG is seeking an experienced System Administrator to support its technology infrastructure and its internal team of end users across three offices – Woodstock, Tillsonburg and Delhi. Core duties include setting up and maintaining workstations, providing end user support / troubleshooting, managing and planning the inventory of technology equipment, and participating in infrastructure projects as required.

This is a part-time position with an estimated average of 10 to 15 hours per week, with periodic additional hours and flexibility in scheduling required to meet urgent needs as they arise. It is anticipated that some support can be provided remotely, with other duties requiring regular attendance at each of BNG's three offices.

Familiarity with the Microsoft Office suite (Windows 10 and 11) is required. Familiarity with accounting-based software (TaxPrep, DocIt, CaseWare, Sage 50, QuickBooks, AgExpert, etc.) is an asset but not required.

CORE DUTIES*

System Administration and Technical Support

- Configure, maintain and troubleshoot servers and backup systems, and associated operating systems and software.
- Investigate and solve issues related to local area networks / wide area network performance
- Install, configure and maintain workstations, including desktop / laptop / imaging / printer hardware and software.
- Install and configure security related software and hardware, including anti-virus/anti-spam.
- Monitor security logs from e-mail security programs (Barracuda) and route e-mails as required.
- Administer and maintain end user accounts, permissions and access rights.
- Serve as the primary point of contact for end user support. Respond to user issues via phone, e-mail and remote tools in a timely manner.
- Participate in network infrastructure projects as they may arise.
- If requested, conduct research on network data and voice products, services and protocols / standards to support decisions related to infrastructure design and procurement efforts.
- Create and maintain inventories and documentation for various equipment components, assist with planning / managing inventories to support business needs.

Contribute to a Positive Culture

- Contribute to a positive, supportive, and professional work environment.

Skills and Experience	Attributes
<ul style="list-style-type: none"> - 3+ years of relevant experience supporting LAN/WAN networks and providing end user support - Proficiency with network protocols, software and hardware involved in LAN/WAN operations - Knowledge of Internet related protocols such as IMAP, POP, SMTP, HTTP, DNS, LDAP etc. - Proficiency with Microsoft Office suite, Windows 10 and 11 environments - Familiarity with accounting software is an asset: TaxPrep, CaseWare, Doc.It, Sage, Quick Books, AgExpert, etc. - Understanding of the demands of a professional services firm and the nature of being on-call 	<ul style="list-style-type: none"> - High personal integrity and ethical standards - Strong work ethic - Highly responsive to end user needs - Superior communication skills - Results-oriented mindset - Ability to work independently and meet deadlines - Excellent team player - Well organized, efficient with time, capable of prioritizing time to mission critical tasks

***Note:** The “Core Duties” is a summary of the duties that are essential to this role and is not an exhaustive list. Bossy Nagy Group reserves the right to add or amend duties as necessary.

If you are interested in being considered for this position, **please submit your resume and cover letter to the Hiring Manager at hr@bng-cpa.ca.**

Bossy Nagy Group welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Thank you for your interest in joining Bossy Nagy Group. While BNG appreciates the interest from all applicants, please be advised that only those applicants selected for an interview will be contacted.