



careers@enform.ca

Technology Analyst

Enform, the oil and gas safety association for British Columbia, Alberta and Saskatchewan, provides the essential safety and training services needed by the Canadian petroleum industry. With industry funding and direction, and more than 50 years of experience, Enform enables its customers to reach the highest standards of safety, efficiency, and environmental compliance. For more information about Enform, please visit www.enform.ca.

Job Overview:

As **Technology Analyst**, this position is responsible for maintaining a predictable and stable technology environment for Enform that meets or exceeds current business needs. This position will work together with the Corporate Services Team in maintaining the operations of information systems and technology, including servers, applications, networking, telephony and video-conferencing. Responsible for managing and reporting on system operations (backups, performance management, patch management), system upgrade planning, and new system implementations. Provides second and third-level support as required. Acts as a resource to Enform employees to provide technical solutions to business issues. This position is located in Calgary.

Responsibilities:

- Provide support for internal staff on various applications, desktop computing, printers, faxes, audio-video equipment, video conference technology, and VoIP telephony.
- Server Infrastructure Management – plan, design, implement and document hardware, operating system, and application installations, patches and upgrades. Oversee and assist in operations and troubleshooting of all information systems and applications. Oversee the backup and recovery (daily management of backups and periodic test restores) of all data and servers.
- Assist in the initiation, development and deployment of responsive plans that address issues related to current and future processes, systems, policies and standard practices. Liaise with other business units and stakeholders in the development and implementation of plans.
- Reporting – responsible for regular reporting of systems status, projects and infrastructure health, IT asset (hardware and software) management.
- Security and Identity Management – manages the process of user account creation, changes and disablement.
- Messaging, Communications – manages Enform's voice, data, and video communications infrastructure and systems, including e-mail systems, network switches, routers, WAN links, phones, video conferencing systems, and firewalls.
- Assess and streamline technology related processes to maximize efficiency and stakeholder satisfaction.
- Keep abreast of technology best practices. Research, recommend and interpret policy to ensure the operational requirements of Corporate Technology are consistent with the organization's mission and values.



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Knowledge, Skills and Abilities:

- Highly skilled in the management and administration of Microsoft technologies including Windows Server, Active Directory, Terminal Services, SQL Server, Exchange Server, Microsoft Office SharePoint Server.
- Network infrastructure (Ethernet switches, routers, WAN connections) administration with a focus on Nortel and Cisco technologies, including network security (firewalls and VPN) and DNS.
- Familiarity with Cisco VoIP technologies
- Excellent verbal and written communication skills both internally and with customers/suppliers
- Performs a variety of concurrent projects and must be capable of working under pressure and prioritizing
- Strong problem solving abilities
- Ability to implement the vision for the organization and lead a team through change.
- Demonstrates a high degree of professionalism and tact in communicating with stakeholders, leaders, and peers.
- A positive, collaborative, and supportive mentor who has the demonstrated ability to organize, motivate, mentor, and lead by example.
- Excellent customer service and interpersonal relationship skills
- Leads a variety of concurrent projects and must be capable of working under pressure and prioritizing
- Exercise tact and discretion when entrusted with confidential information
- Self Starter - must be able to work with very little or no supervision

Education and Experience Required:

- Requires a related post-secondary degree or diploma.
- Requires at least 5 years of relevant work experience, preferably in a related role
- An equivalent combination of education, training and experience may be considered.
- Related Industry Certifications are preferred (Microsoft MCSE, MCSA or MCITP, CCNA...)

This position may require occasional travel and a valid driver's license with access to a reliable vehicle is required. This position is located in an office setting, and may require lifting up to 20kg.

Qualified candidates are asked to submit resumes by email to careers@enform.ca quoting Competition **J96**. Submissions should be in MS Word or PDF formats only.

Enform would like to thank all applicants for their submissions; however, only applicants selected for an interview will be contacted.