



Title: IT Systems Administrator – Field Support
Location: East Lansing, Michigan, United States
Function: NA Information Technology
Details: Full-time, Salaried
Date posted: 02/23/2023

EDL owns and operates a global portfolio of power stations in Australia, North America and Europe. Our vision is to be the leading global producer of sustainable distributed energy. At EDL, we are playing a key role in the world's transition from traditional energy sources to decarbonised solutions.

This role requires a motivated self-starter with a wide range of knowledge in IT systems and functional understanding of technical systems in an industrial setting. The right person for this role has a can-do attitude and takes initiative to solve problems independently while working within the framework of a global company.

This role will specialize in supporting remote sites across the US and Canada from our Lansing, MI corporate office. The position will require travel (25%). The right candidate is knowledgeable in, but not limited to the following areas: networking infrastructure and troubleshooting, server infrastructure, wireless networking, video conferencing solutions, CCTV systems, Windows troubleshooting, network printer troubleshooting, mobile device setup and troubleshooting. General knowledge and experience with industrial controls systems is also a big plus.

This role requires a technically proficient individual but also demands a superb communicator and someone who can provide an outstanding customer service to end users. The right candidate for this position takes responsibility for their own travel itinerary and travels as needed to complete projects and provide support when it is not feasible remotely.

This position is supported by the North American IT Team and the Global IT Team, and the right candidate will be a contributor to the overall success of the organization.

Technical Responsibilities

- Responds to help desk requests by diagnosing and correcting technical problems and escalating tickets when required
- Autonomously supports infrastructure upgrade projects
- Works with operational technology colleagues and site personnel to remediate technical challenges and progress infrastructure improvement projects
- Travels to sites when necessary to address technical concerns, builds rapport with site personnel and disseminates knowledge to rest of the IT team
- Identification, mitigation and/or escalation of recurring technical malfunctions and problematic systems/processes
- Installs and maintains access devices, software, peripheral equipment, infrastructure hardware
- System administration and management of Microsoft operating systems and virtualization in a Hyper-V environment
- Networking responsibility encompasses troubleshooting and configuration for vlans & subnetting, Wi-Fi, routing, physical cabling, etc.
- Provide support for and educate others in infrastructure administration; use of equipment, software, and manuals; modifying or updating hardware or software as required

- Set up and configure user devices (PCs, cell phones, etc.)
- PC troubleshooting for end user devices and help desk system usage

General Responsibilities

- Conducts effective provisioning, installation/configuration, operation, and maintenance of systems, hardware, software, and related infrastructure in accordance with standards and project/operational requirements
- Manages, performance tuning, resource optimisation backup and recovery processes
- Recommends redesign and configuration of operating systems and system applications
- Identifies methods, solutions and provides project leadership and management to deliver high quality services to line of business colleagues, business partners, customers, and suppliers
- Document's procedures, programs, processes and appropriate protocols for Backup and Recovery, Business Continuity and Disaster Recovery of Microsoft operating system-based platforms, systems, services, and functionality
- Performs daily system monitoring, verifying the integrity and availability of hardware, software, systems, and key processes, reviewing log files, and verifying completion of scheduled jobs
- Actively ensures own health and safety and the health and safety of others through understanding and implementing workplace health and safety obligations.
- Supports and complies with Company policies and procedures as advised and documented in the Company's employment policies and as amended from time to time

Qualifications and Experience

- Degree qualifications in a technology related field, such as engineering, computer science or information technology or similar equivalent industry qualifications/experience.
- Microsoft Systems Administration/System Engineer certification a plus.
- Minimum of 5 years of experience working with a broad set of server, storage, appliance, and application/business services in a commercial workplace including Microsoft Active Directory, access devices, (Smartphones, PCs, Laptops) desktop and server operating systems, virtualization, security, telephony, and collaboration technologies.
- Minimum 5 years of experience and familiarity in assessing, deploying, administering, and troubleshooting Microsoft based services in a distributed (Regional and Remote) technology environment.
- Demonstrated experience and proficiency with a variety of inspection, analysis, reporting and alerting tools, utilities and techniques is required; as is experience and proficiency with designing, installing, configuring, and troubleshooting IT Applications and Infrastructure
- Knowledge of operating systems; current equipment and technologies, administration, backup and recovery procedures, and system performance monitoring tools; effective project management techniques; principles and practices of effective management and supervision

EDL is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer.

To apply, please send your current resume and cover letter to employment@edlenergy.com, referencing the title of this role.

Applications open until position filled