

## **Full-time Senior IT Administrator Calgary, AB**

Are you a dynamic, highly motivated, rising star? Then you may be the right fit for Canacol Energy Ltd. ("Canacol"). We are growing through development and exploration success in the world's most prospective natural gas basins and have recently doubled our production capacity. Canacol is solely focused on the local Colombian gas market under mostly fixed volume and fixed price contracts providing the company a level of immunity to the recent economic downturn not realized by most North American producers.

As we grow, we are looking for new team players that will embrace our highly dynamic and fast-paced work environment. Join Canacol and you will have a chance to make a big impact and grow with a Corporation that's going places. We offer a very competitive compensation program, best-in-class career opportunities and an exciting workplace environment.

Founded in 2008, Canacol is looking for a Senior IT Administrator for its head office in Calgary.

### **Job Title: Senior IT Administrator**

**Reporting To:** Director of IT, located in Bogota, Colombia

**Location:** Calgary, AB

### **Role Responsibilities:**

- In unison with the IT Global Team, located in Bogota, Colombia, and the local Helpdesk external service provider, maintain an exceptionally secure and effective IT environment while ensuring alignment with Corporate, strategic and operational goals and providing quality support to all staff.
- As the local IT representative, manage and support business systems, technical systems, network access, hardware and software and telecommunications in Calgary, including system implementation and upgrades as required.
- Enforce and promote strong IT security, including continuous Cyber security assessment, by ensuring compliance with the Corporation's internal control framework, managing user access, properly configuring IT infrastructure and educating end-users.
- Assess and identify user technology needs and requirements to realize operational efficiencies by researching and staying abreast on latest technology offerings, develop business cases and participate in implementation if required.
- Prepare and maintain architecture, configuration and methodologies documentation to improve cross-office communication.
- Coordinate software upgrades as required with the Global IT team.
- Help to develop reference and training manuals and operational documentation as part of the standard operating procedure ("SOP").
- Provide or coordinate appropriate system training to new hires.
- Attend local on-call after hour emergencies and escalate as required.
- Assist with the development of the IT service catalog, participate in evaluation of needs for tools to support IT operations and propose tools roadmap.
- Participate in IT projects as required
- Manage external stakeholders according to their Service Level Agreements and other contract terms.
- Act as an intermediary between internal clients and local vendors/service providers to ensure effective service.
- Travel abroad as required.

- Participate in IT projects and other duties as required.

**Personal Characteristics:**

- Strong focus on customer service
- Strong analytical and problem-solving skills
- Strong verbal and written communications skills
- Proven interpersonal and teamwork skills
- Ability to diagnose and resolve conflicts and issues quickly
- Ability to work collaboratively in a team to meet defined objectives under pressure

**Technical Skills:**

- English and Spanish fluency
- Understanding of ITIL 3.0+ fundamentals and best practices
- Competency in core Microsoft 365 system products and windows OS platform servers/laptops/ desktops
- Knowledge in networking (FWs, switching, wired & wireless networks, VPN) including VoIP; CCNA is desired
- Knowledge in Storage (SAN, NAS, Cloud), virtualized environments (VMWARE, HyperV, others) and VDI services
- Microsoft Active Directory Management experience – MCSA Certification is desired
- Servers, desktop and laptop installation, configuration, management; including troubleshooting
- Understanding of Oil & Gas industry specific applications (e.g. Kingdom, Seisware) and technical requirements

**Relevant Experience:**

- 10+ years of progressively responsible experience in a variety of IT areas is required
- 3+ years experience with multi-national operations is desired
- Post-secondary education in Computer science or Information Technology or relevant experience in a related field
- Enterprise application optimization
- Project management
- Vendor management
- Experience with cloud (SaaS) application environments and (IaaS) infrastructure architectures and moving IT workloads to the cloud
- Experience with Amazon AWS, Microsoft Azure or similar
- Help Desk management experience

If your background matches, the qualifications listed above and you are looking to join a dynamic team, please submit your resume to [hr-calgary@canacolenergy.com](mailto:hr-calgary@canacolenergy.com). This position is only available to candidates who are currently in Calgary. All candidates must be currently eligible to work in Canada.

We would like to thank all applicants in advance for submitting their resumes. Please note, only those candidates chosen to continue on through the selection process will be contacted.