



## System Administrator Job Description

Location: Calgary, AB (In office)

Department: Business Systems / IT

Reports to: Business Systems / IT Manager

### Are you looking for a great place to build a career?

- MMI Insurance is an ambitious, growing company looking for people with the desire, ability, and experience to provide excellent customer service and product knowledge to our clients.
- We want people to excel as part of a team with a diversity of skills, talents and backgrounds.
- For over 60 years, MMI Insurance has provided home, auto, farm, church and commercial insurance in the province of Alberta. To learn more about our company and history, please visit: <https://mmiab.ca/about-mmi/>.
- If you share a passion for providing a great customer experience along with offering great products, and feel your talents, skills and knowledge fit one of our positions, we welcome your application!

### What Does MMI Offer?

- Competitive salary
- An annual Bonus program
- A group benefits package fully paid for by MMI Insurance
- A group RSP with company providing matching contributions
- Training and career development opportunities
- Work life balance, with a 35-hour work week
- Competitive Vacation and Holiday benefits
- Paid Sick time and Personal Days benefits
- Recognition program for employees

### Job Summary

- As the system administrator you are responsible for the reliability, security and performance of IT systems.
- You will regularly update your skills and learn new tools to ensure long-term success in the role.
- Provide technical support to users, document processes and work with IT teams (Internal & MSP) to implement new solutions.
- Diagnose and resolve hardware, software and connectivity problems to minimize downtime.
- Oversee servers, networks, and other infrastructure to ensure optimal performance, reliability, and security.
- Configure security control, manage access controls, and enforce security protocols to protect

organizational data.

- Use monitoring tools to track system performance, identify bottlenecks and work to find optimizations.
- Develop and deploy scripts or tools to automate routine administrative tasks.
- Other duties as assigned

### **Knowledge, Skills and Experience**

- A minimum of 2 years of experience is required in the following areas:
  - Tier II System Administrator in a hybrid workplace, with expertise in Windows and Linux administration.
  - Microsoft 365 administration portals
  - Virtualization hosts and VM administration
  - Backup software solutions
- Strong working knowledge of Microsoft Active Directory (On premise & cloud/hybrid)
- Understanding of TCP/IP, DNS, DHCP, VPN and firewalls.
- Previous experience working alongside an MSP or extended support and troubleshooting.
- Strong time management skills for prioritizing tasks.
- Ability to troubleshoot under pressure and resolve technical issues quickly.
- A diploma or degree in a computer technology program would be considered an asset.
- Certifications will be considered assets but are not required.
- Familiarity with Db servers and DBMS systems

### **Working Conditions or Special Circumstances**

- This position is an in-office position in our Calgary office.
- The work schedule is generally Monday-Friday, 7 hours per day, with a one-hour unpaid lunch.
- Work interruption can be frequent in meeting the needs of clients and fellow team members.
- Physical requirements:
  - Computer use for up to 7 hours per day
  - Sitting for up to 7 hours per day

**If you are qualified and interested, please apply today!**

Please submit a cover letter and resume to: [2416@mmiab.ca](mailto:2416@mmiab.ca)