

Company Profile:

AV-BASE Systems Inc. develops and supports a series of Aviation Inventory and Maintenance Software known as **WinAir**. With head office based in London, Ontario; AV-BASE currently provides WinAir to over 200 operators (fixed-wing and rotary-wing) worldwide. WinAir is widely recognized as the easiest-to-use, most structurally integrated and affordable system for handling aviation maintenance and inventory control.

Position: Information Systems Administrator

The ideal candidate possesses:

- Highly effective communication skills;
- Ability to identify problem areas and find solutions;
- Demonstrated ability to multi-task in a fast-paced environment;
- Team oriented self-starter, resourceful, quick learner, adaptable;
- Ability to plan and execute projects to avoid interruption to office processes;
- Willingness to travel when required.

Main Responsibilities:

- Provide hands-on technical support and leadership for office technology:
 - Manage all data centre operations and hardware maintenance activities related to servers, storage and backup;
 - Maintain File, Email, Web, SQL, and Telecom Servers and VOIP, VPN, and Firewall devices;
 - Monitor Server Health, website connectivity, and UPS Health.
- Strategic Planning:
 - Assist in short and long term planning for information technology;
 - Create, implement and test Disaster Recovery procedures;
 - Setup and implement maintenance and repair schedules;
 - Liaise with employees and coordinate resources to resolve issues, as necessary.
- Tech Support:
 - Assist with client implementations including troubleshooting their local information technology via the phone, in-house database and remote desktop technology;
 - Assist with software installations; data conversions and system upgrades;
 - Provide Technical support for the WinAir software series.

Required Qualifications:

- 2-3 years experience in information systems technology;
- Experience with open source applications (Kerio, Asterisk) preferred;
- Extensive knowledge of Microsoft Operating Systems (current MCSE Certification a strong asset);
- Sound analytical, problem-solving and decision-making skills;
- College Diploma or University Degree.

Nice To Have:

- French speaking is an asset;
- Previous systems training experience.

Interpersonal Skills:

- Excellent verbal and written communication skills;
- Exceptional organizational skills.