

The Butchart Gardens is looking for an individual to fill the following full-time position:

DEPARTMENT: Administration
POSITION: IT Database & Systems Specialist

This full-time position within the Information Technology division of the Administration Department will focus on our Database and SQL servers, working with departments to support their unique needs and systems. This position will implement, support and sustain The Gardens' core technical infrastructure. Areas of responsibility include SQL Script/Query Writing, database maintenance, directory services, application support, along with other related systems. The ideal candidate will be dedicated to continuous learning, be adaptable to the rapidly changing IT landscape, and look forward to the challenge of building and maintaining complex critical systems.

Duties and Responsibilities:

- Install, configure, and monitor operational status of hardware and/or software
- Recommend, schedule, and perform system upgrades and patches
- Test and verification of firmware and software across many departments
- Produce and maintain various types of documentation such as technical specifications, operational procedures, software/hardware configuration, reports, and training materials and provide training as needed
- Troubleshoot incidents and problems, collaborate with external vendors and other partnerships where needed in order to resolve issues
- Conduct regular database backups, restorations, and disaster recovery testing to ensure data integrity and availability
- Participate in new initiatives and new projects, both independently and in a team environment
- Research emerging technologies, evaluate and prepare recommendations to support continued development of systems and improve service delivery
- Suggest initiatives to enrich Information Technology services
- Perform other related duties as required

This position will work alongside other IT Systems Specialists, and the team is collectively responsible for the following areas:

Application Support: customize, maintain, and support software. This may include writing application interfaces, customizing vendor software and writing custom reports.

Database Support: with a focus on SQL and database support, plus installing, monitoring, maintaining, and performance tuning of databases while ensuring high levels of data availability.

Desktop Support: managing PC's, laptops, mobile devices, operating systems, installing applications, and peripheral devices. This includes developing and testing application deployment packages for both virtual and physical systems.

Network Support: supporting the stable operation of the computer network security services. This includes servers, network hardware, and monitoring systems.

System Security: maintaining and facilitating best practices to protect The Butchart Gardens network via firewalls, backups, training, real-time threat detection and mitigation, and disaster recovery planning.

Knowledge, Skills, and Abilities:

- Thorough knowledge of IT systems
- MS SQL & Server Related Software
- Knowledge of Office 365
- Strong software and computing background is necessary
- Solid understanding of IP networks and networking technologies
- Analytical and problem-solving abilities

- Ability to effectively complete assigned tasks, set priorities, meet deadlines, and work under pressure with a high degree of accuracy.
- Ability to deliver exceptional technology service to users; by remote access, via the phone, as well as on-site support.
- Ability to grasp concepts quickly
- Knowledge of test procedures and methodology
- Exceptional written and verbal communication skills and active listening skills.
- Must be a good communicator with a demonstrated work history of being proactive and responsive
- Organizational and time management skills
- Able to provide software training to onsite staff
- Able to work well independently and as part of a team
- Active Directory design and management
- Liaising with staff and departments to determine requirements and then recommend and deliver solutions.
- Strong understanding of server hardware
- Ability to exercise good judgement in the performance of all tasks related to day-to-day operations and projects

Requirements:

- **Candidates must reside within commuting distance of The Butchart Gardens as work is performed on-site. There is no opportunity for remote work.**
- University Degree in the field of Computer Sciences or Information Technology with 4 years computer systems experience, designing, implementing and supporting core IT technical infrastructure (e.g. core networking, backups, remote access, SAN (storage area network), security, email/messaging, directory services) or an equivalent combined education and experience.
- A Class 5 license is required as equipment may need to be transported around the property. Due to the confidentiality of this position, a satisfactory Criminal Record Check will be required.

This is a full-time, year-round position. Shifts will generally be scheduled for 7:30am – 3:30pm, with occasional evening and weekend work. Wages starting from \$35.00 per hour and remuneration will be commensurate with the level of responsibility, qualifications, and experience of the successful candidate. The position will include 3 weeks of paid vacation, *(plus an additional 2 weeks paid staff holidays during The Gardens closure each year)*, health and dental benefits, and matching RRSP upon completion of a successful 6-month probationary period. Applications will be accepted until a suitable candidate is found.

Interested individuals should submit a resume and cover letter to: Human Resources, The Butchart Gardens, 800 Benvenuto Ave, Brentwood Bay BC, V8M 1J8 Fax: (250) 544-4455 Email: hr@butchartgardens.com

We sincerely thank all those who apply, however, only those short-listed will be contacted.