

## IT Infrastructure Lead

Location: Delta, BC

TransCold Distribution is the premier wholesale supplier and distributor of ice cream and frozen goods throughout Western Canada and the United States. Headquartered on Annacis Island, Delta, BC, we have 14 locations and 240+ employees. TransCold provides exclusive access to the most recognized and popular brands in the world with industry best product variety and customer service. We deliver to Major Grocery, Drug, Gas & Convenience, chain retailers and independent retailers across Western North American markets through Direct to Store Delivery (DSD) and Warehouse Fulfillment, and provide services for mobile vendors, corporate events, and third-party logistics (3PL) customers.

TransCold is growing rapidly, and we are looking for talents who are able to execute on our vision and growth plans. With the company's growth, we are growing our IT team as well to ensure the company's technology systems and infrastructures are aligned. To this end, we looking to increase the team's experience base by adding a brand-new position – IT Infrastructure Lead.

This role is ideal for the IT professional who possesses proven technical capabilities in Network design / implementation (WAN/LAN/WiFi/Cellular), Server Build / Administration (Windows/Linux). One who is determined to succeed as an individual and as a member of a high-performance team. This position will report to the IT Director and will be responsible for the following:

### Duties & Responsibilities

- Provides day-to-day management of all infrastructure components including but not limited to Servers, Storage Systems, Switches (Wired and Wireless), Routers and Security Appliances, including supporting IT Management Software.
- Provides tier 2 support for IT Infrastructure services consumed by TCD employees, partners, vendors, and customers.
- Takes ownership of all Issue Tickets, Change Requests and Service Requests relating to the support or advancement of TCD's supporting IT Infrastructure.
- Ensures IT Infrastructure Service availability and performance targets are maintained.
- Maintains accurate inventory of all IT Infrastructure hardware, software, and maintenance agreements.
- Creates and maintains supporting documentation, including but not limited to Layer 2/3 Network diagrams, Data Flow Diagrams, Build/Configuration, Disaster Recovery Plans.
- Continually strives to reduce customer-impacting outages/degradation.
- Strives to streamline processes and continuously improve team efficiency and how we provide service to our internal customers.
- Provides day-to-day guidance and support to other team members in a courteous and professional manner when and as needed.
- Participates in or leads IT Infrastructure projects.

## Required Skills & Qualifications

- Bachelor's Degree in Computer Science, Information Systems, Computer Engineering, or relevant field
- At least 5 years experience as Infrastructure Lead ideally within distributed work environment in medium to large sized companies
- Strong communication skills and organization skills
- Ability to communicate and provide support to customers on a timely and professional manner
- Strong customer focus, ownership, urgency, and drive
- Experience in fast-paced and multi location work environment a plus.
- Proven ability to mentor and train others
- Project management experience
- Directly relevant experience managing a range of IT Infrastructure services (Networking, LAN, WAN, Servers, storage, wireless networking)
- The breadth of knowledge across infrastructure technology stack including Cloud technologies, end-user computing, MS Office365, MS Teams, Windows Server, VMWare, PaaS, etc.
- Excellent troubleshooting and problem-solving skills
- Working knowledge of system vulnerabilities, endpoint security, system, and patch management.
- Working knowledge of supporting and managing mobile devices
- One or more of the following technical certifications: MCSA, MCSE, Network+, Security+, CCNA, VCP, or similar

## As a member of the TransCold team, you can expect

- A great group of team members to work with!
- A dynamic, fast-paced work environment and a company that truly cares about its employees
- Opportunities for career development so you can grow with us
- Comprehensive benefits package and industry competitive wage
- An organization that supports community groups and the environment

## How to apply

To be considered for the above opportunity, we invite you to send a cover letter and an up-to-date resume through Indeed. We thank all applicants for their interest; however only those selected for an interview will be contacted.

To learn more about us, visit [www.transcold.com](http://www.transcold.com)

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