



Infrastructure Administrator

<u>Company:</u>	Thomas, Large & Singer Inc.
<u>Location:</u>	Markham, Ontario
<u>Job Type:</u>	Full Time
<u>Experience:</u>	2-3 years
<u>Education:</u>	University Degree or College Diploma

General Job Description

Thomas, Large & Singer Inc. (TLS) is currently seeking an energetic **Infrastructure Administrator** to join our team.

Reporting to the Senior Director, Critical Infrastructure & Cybersecurity, the Infrastructure Administrator (Specialist) manages server infrastructure to deliver secure, reliable 24x7 availability across physical and virtual environments. Working closely with the Manager, Server Infrastructure, this role administers and optimizes VMware and supporting systems, performs regular patching and security checks, and troubleshoots hardware and platform issues. As part of the disaster recovery function, the role maintains recovery readiness by monitoring and verifying Veeam backup and replication.

The position also provides daily administration for Active Directory and related account/credential provisioning, contributes to infrastructure improvement projects, and supports ongoing security-first initiatives including cybersecurity education and Proofpoint security awareness.

This position is based in the Markham office and requires work at the Brampton DC location. A vehicle is required; mileage will be reimbursed per policy.

Summary of Duties and Responsibilities:

- Provide technical assistance and timely resolution for incoming server infrastructure support requests.
- Maintain high availability and resilience of physical and virtual server infrastructure through proactive monitoring and remediation.
- Plan and execute regular patching and maintenance processes for physical and virtual systems to reduce risk and downtime.
- Provision and build physical servers and virtual machines, including standard configuration and documentation.



- Schedule and coordinate after-hours maintenance windows to meet security and availability requirements.
- Maintain server hardware warranties and vendor support agreements, including renewals and coverage tracking.
- Keep infrastructure documentation current, including network/server diagrams (e.g., Visio) and runbooks.
- Provide end-user support (PC provisioning and troubleshooting) as needed to support business continuity.
- Implement infrastructure projects and improvements as assigned by management, including required testing and change communication.
- Stay current on emerging technologies, risks, and operational best practices that may impact infrastructure reliability and security.
- Provide remote support and participate in an on-call rotation to troubleshoot and resolve critical server and infrastructure incidents (24x7 coverage as required).
- Administer and support Tableau Server, including user access, service health monitoring, and issue resolution.
- Perform Linux server administration, including patching, troubleshooting, and basic performance and capacity checks.
- Administer SOTI platform services as assigned, including configuration updates and operational support. Devices will include Zebra handhelds and mobile phones.
- Microsoft Office 365 administration, including Exchange, Teams, Intune.
- Administer VMware infrastructure, including lifecycle management, configuration changes, and incident troubleshooting.
- Support endpoint security tooling (e.g., Cortex XDR) by monitoring alerts, escalating as needed, and assisting with containment/remediation tasks.
- Operate and monitor Veeam Backup & Replication, including job success verification, restore testing, and issue resolution.
- Coordinate disaster recovery readiness activities (e.g., documentation, test scheduling, and follow-ups) in alignment with the Disaster Readiness Team.
- Manage SSL certificates for infrastructure services, including renewals, deployments, and expiry tracking.
- Support consistent service delivery by following standard operating procedures and contributing to continuous improvement in end-user support workflows.
- Assist with security operations by reviewing relevant infrastructure alerts/logs, escalating suspicious activity, and supporting investigation and remediation tasks as directed.
- Follow established security architecture standards and configuration baselines, and raise gaps or risks to the Manager, Server Infrastructure.
- Perform other infrastructure-related tasks as assigned, consistent with role scope and business needs.



Key Qualifications:

- Strong English communication skills (written and verbal).
- Completed university degree or college diploma in Information Technology, Computer Science, Information Systems, or a related field (or equivalent experience).
- 2-3 years of experience in an IT support role or equivalent hands-on infrastructure experience.
- Demonstrated ability to troubleshoot, problem-solve, and document resolutions.
- Strong organizational skills with the ability to prioritize multiple tasks.
- Proficiency with Microsoft Office (e.g., Word, Excel).
- Scripting/automation experience (e.g., PowerShell or Python) is an asset.
- Understanding freight/supply chain concepts is an asset.
- Ability to work independently and collaboratively in a team environment.

What's In It for You...

- **Great team** dynamic and tight knit company culture. One of the most important factors in choosing your next role is the people you work with and our people are AWESOME!
- **Flexible work environment.** Ability to work from home 2-3 days per week.
- **Competitive compensation package (salary & bonus).** We get it – money isn't everything, but it's still a very important factor.
- **Benefits** – Health & Dental, Life Insurance, Disability Insurance, Parameds – Massage!
- **Pension Matching** (after 1 year – employees put in 5% and TLS matches with 5%)
- **Tuition and professional fees** reimbursement.
- **Summer Hours Program** – who doesn't want to leave early on Fridays to spend more time with friends and family while the sun is shining.

Interested candidates may apply by email to Human Resources, HR@tlscanada.com with your resume and salary expectations.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Thomas, Large & Singer welcomes and encourages applications from people with disabilities. Accommodation is available on request for candidates taking part in all aspects of the selection process.

About Thomas, Large & Singer Inc.



Since 1912, Thomas, Large & Singer has been a preferred buy-sell distributor in the Consumer-Packaged Goods industry for many Canadian and international clients. Over the past century, the company has developed expertise in all facets of the industry from national logistics and warehousing to order-to-cash, trade promotional control solutions, broker management and sales agency of private label and industrial ingredient solutions.

To find out more, please go to our website www.tlscanada.com