Pattison Sign Group
Powering Your Brand

Job Location: Chandler Signs, Forth Worth, TX

JOB OPPORTUNITY

Pattison Sign Group is a highly successful, North American Company growing organically and through ongoing acquisitions. It is one of the world's largest sign and physical branding element companies, with eight (8) manufacturing facilities, five (5) sales and operations offices and over 1000 employees across North America. In addition to the Pattison Sign Group brand, the following respected brands are part of the PSG family: Teksign, Provincial Sign Systems, Bestworth Rommel, DEX powered by PSG, FBC and Chandler Signs.

The company is dedicated to absolute customer satisfaction and ultimate quality in its products and services. The culture of the company is focused on performance and accountability and supports employee empowerment and development.

The company operates independently within The Jim Pattison Group, headquartered in Vancouver, and comprised of over 605 locations worldwide. The Jim Pattison Group is broadly based across the automotive, media, packaging, food sales and distribution, magazine distribution, entertainment, export, and financial industries. With sales of over $15 billion in 2022 and more than 49,500 employees, the Jim Pattison Group is the second-largest private company in Canada.

OVERVIEW

At PSG, we rely on our IT systems to power the solutions that help our employees and consumers in North America. We're seeking an experienced **Senior Network Administrator – Team Lead** who can join us on this journey, using his or her technological skills to make us more efficient.

Reporting and working closely with the Senior Director of Information Technology, the **Senior Network Administrator – Team Lead** is responsible to resolve network issues, conducting root cause analysis, and ensuring local data center functionality. Manage team tasks, fostering collaboration, staying updated on industry trends, and adaptability to high-pressure situations. Effective communication and strong analytical skills. This is a pivotal role as it will support closely the Sr. Director IT and will liaise with other members of the IT leadership team.

Primary Responsibilities (Role):

- Together with the Sr. Director IT, manage the list of IT priorities and requests up to date in the global portfolio & backlog management.
- Identifying and resolving network issues, connectivity problems, and performance bottlenecks.
- Conducting root cause analysis for recurring problems.
- Consult and collaborate with the operation team to assess and anticipate current and future business needs as it relates to IT.

- Keeping records of hardware and software inventory.
- Layer 2 and 3 switching and spanning tree technologies
- Ensure the proper functioning of the local data center.
- Planning and executing network upgrades, including hardware and software installations.
- Applications and services running over networks.
- Participate in an ERP implementation.
- Participate in a Citrix Workspace implementation.
- Provi

Team Management

- Assign tasks and projects based on team members' skills and expertise.
- Foster a collaborative and productive work environment.
- Provide technical guidance and expertise to team members.
- Stay updated on industry trends and advancements.
- Facilitate knowledge sharing within the team.
- Provide effective support for day-to-day IT operations, addressing issues promptly and minimizing downtime.
- Anticipate current and future business needs as it relates to IT.
- Together with the Sr. Director IT, manage the list of IT priorities and requests.
- Track and monitor solutions and services progress, escalating issues to appropriate stakeholders.
- Communicate daily operation requirements.

Experience

- Minimum of 5 years hands on experience with managing large network
- Leadership and management skills.
- Familiarity with popular network monitoring tool
- Scripting skills (Powershell, WSH, Batch, etc.)
- Basic knowledge of programming language (VB.Net, C#)

Competencies

- The ability to effectively manage and cope with stress in high-pressure situations.
- Being flexible and adaptable to sudden changes and unexpected challenges.
- The skill to prioritize tasks and focus on critical activities to meet deadlines.
- Working effectively with team members to address urgent issues.
- Responding promptly to critical service requests.
- The ability to interact with IT personnel, establish strong relationships at all levels and across all business units and organizations.
- Exhibit excellent analytical skills, the ability to manage multiple projects within tight deadlines, and work well in a demanding, dynamic environment while meeting overall objectives.
- Good communication skills in English, oral and written.