



# System Administrator

**Montreal - Full-time - 744000104929045**

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The Ubisoft IT Department is looking for a System Administrator who will provide second-level support to all Ubisoft employees and partners.

As a System Administrator of the command center, you will be responsible for tracking incidents and following up on user requests.

This role is ideal for someone passionate about customer service, learning about new technologies and cross-team coordination. You'll be a key player in ensuring positive and solid communication between the various IT teams, Ubisoft employees

## Responsibilities

- Identify, investigate, and resolve technical issues, requests and incidents, of varying complexity;
  - Coordinate with our internal teams and facilitate high-priority incident resolution by engaging a variety of support teams;
  - Escalate support requests to administrators based on priorities and support requirements;
  - Inform customers on the status of their requests and follow other operational standards according to the Service Level Objectives (SLO);
  - Provide prompt and courteous responses to internal customer contacts (phone calls, emails, internal messaging systems);
  - Ensure a high level of service and follow up with internal customers to ensure their satisfaction;
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- Previous experience supporting IT technologies of various nature;
  - Knowledge of Windows Servers, Active Directory & Azure, and Linux Servers;
  - Knowledge of network & infrastructure technologies (Firewall, Proxy, DNS);
  - Previous knowledge of Service Now; Other ticketing systems and basic understanding of ITIL concepts;
  - Excellent analytical and problem-solving skills;
  - Ability to quickly adapt and learn in a constantly evolving IT environment; Demonstrate enthusiasm and curiosity towards new technologies;
  - Exceptional interpersonal skills; Experience in customer service and the ability to communicate complex information to various stakeholders.

## Why Join Us?

You'll be part of a team that values innovation, autonomy, and impact. Your work will directly shape the reliability and efficiency of Ubisoft's global infrastructure.

Just a heads up: If you require a work permit, your eligibility may depend on your education and years of relevant work experience, as required by the government.

Skills and competencies show up in different forms and can be based on different experiences, that's why we strongly encourage you to apply even though you may not have all the requirements listed above.

At Ubisoft, you can come as you are. We embrace diversity in all its forms. We're committed to fostering a work environment that is inclusive and respectful of all differences.