

IT Support

Background

Burgundy Asset Management Ltd. is a global investment manager providing discretionary investment management for private clients, foundations, endowments, pensions, and family offices. We strive to protect and build client wealth over the long term. Burgundy is registered in all the provinces of Canada as a Portfolio Manager and as an Investment Fund Manager in the provinces of Ontario, Quebec, and Newfoundland & Labrador. Burgundy is also registered as an Investment Adviser with the Securities and Exchange Commission (SEC). Further information about Burgundy can be obtained at www.burgundyasset.com.

Position Summary

Reporting to the Head of Security and Infrastructure, the IT Support person will be a member of Burgundy's Information Technology Team. In this role the IT Support person will provide a wide variety of technical support and installation services. The IT Support person will ensure that information security policies, standards, processes, and controls are developed, routinely reviewed, and maintained to protect the confidentiality, integrity and availability of critical business information and data assets. While there is a definite emphasis on working with hardware, software, knowledge of various Operating systems is a must (primarily Windows, and Apple is not uncommon), as well as popular software applications.

Key Responsibilities

- Support and installation (add/move/change) of laptop equipment (as well software/OS configuration and data recovery/backup)
- Support, installation and troubleshooting of network devices (routers, switches, modems, WiFi access points)
- Maintenance of servers and data centre storage equipment (typically part replacement).
- Configuring security systems, analyzing security requirements, and recommending improvements
- Conduct necessary security updates, patches, and preventative measures
- Facilitate vulnerability scanning
- Conduct malware analysis using specific tools
- Collaborate with multiple stakeholders and management to resolve technical and procedural cybersecurity risks
- Install, configure, and upgrade security software
- Monitor network activity to identify issues early and communicate them to the Head of IT and Security
- Respond to security incidents and queries
- Assist with the development and maintenance of cybersecurity policies
- Prepare and provide reports and metrics on cybersecurity-related incidents and activities
- Own and execute technology projects as assigned

Other Skills and Attributes

This is an intermediate role and the challenges it presents will be commensurate of the required skill level and sometimes beyond. Ongoing technical training will be provided; however, the candidate must have a substantial background in IT hardware support (a mix of education and professional experience.) The candidate is expected to be in possession of notable people skills that will allow them to provide technical support in a high paced corporate environment.

Skills and Attributes required for this role are as follows:

- Confidence
- Effective interpersonal and relationship-building skills
- Strong customer-service orientation
- Strong communication skills, both written and verbal
- Highly self-motivated and directed, with the ability to effectively prioritize and execute multiple tasks in a high-pressure environment
- Analytical and problem-solving abilities, with keen attention to detail
- Ability to multi-task and take initiative and ownership of the cybersecurity domain within the organization
- Ability to manage own workload with minimal supervision
- Experience working in a team-oriented, collaborative environment
- Experience implementing and managing cybersecurity tools and protocols
- Experience as a network engineer or administrator
- Experience with systems and server administration
- Good knowledge of security architecture
- Experience with Windows Server Administration, and Active Directory
- Experience with mail management through Azure and Office 365
- Experience with VPN, and Firewall
- Experience with Networking, Multi-Factor Authentication

Education and Qualifications

- Bachelor's degree in Computer Science or relevant technical degree
- 5+ years of experience in a hands-on IT support and or security role
- Certifications in IT support

Application Requirements

All interested candidates should submit the following to: careers@burgundyasset.com with the job title (IT Support and Security Analyst) in the email subject line, by 5:00 p.m. EST on July 31.

- Resume
- Cover letter
- In 350 words describe a time when you were supporting multiple clients, projects or issues that were all competing for your time, and services? Explain how you managed all the deliverables to keep your stakeholders overly satisfied with your deliverables.
- Cyber security is at the forefront for every business in Canada. In 350 words outline how you managed a cyber incident from start to finish and the key areas you feel that you added value in the incident response process.

We thank all applicants in advance for their interest in our organization and advise that only those candidates selected will be contacted.

Burgundy Asset Management Ltd. is an equal opportunity employer. Accommodations on the basis of disability, and other accommodations as required by the Ontario Human Rights Code, are available on request at all stages of the selection process and during employment.