



E.B. Horsman & Son

The Electrical Distributor of Choice!

About the Team

E.B. Horsman & Son (EBH) has been in business since 1900. We are strong, nimble, and growing! EBH is proud to be a successful Western Canadian electrical distributor with 20+ locations throughout BC, Alberta, and Saskatchewan, and we are consistently recognized as one of Canada's Best Managed companies. We take pride in living our core values and carrying our mission statement of "Providing the Best People, Best Solutions, and the Best Service in the Electrical Industry."

Why Join the EBH Team?

The Perks.

- Full benefits package
- Competitive compensation plan
- Profit-sharing
- Employee share ownership program (ESOP)
- RRSP matching after 1 year of employment
- Birthday day off

The People & Culture. You will be a part of a collaborative team with people you can be proud to work with.

Continuous Development. You will have access to our EBH University for personal & professional development. Training & Development has been an essential part of our culture. Increasing our knowledge not only builds confidence but empowers growth through learning.



Platinum member

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About the Opportunity:

We are experiencing an exciting growth trajectory at E.B Horsman, which creates new opportunities for entrepreneurial and self-driven individuals who are looking to make a meaningful and empowering impact to drive our company forward.

We are looking for a collaborative and detail-oriented for our **IT Infrastructure & Operations Manager** role, with a "must do" attitude, responsible for working with internal and external business customers and subject matter experts to identify, document and interpret requirements of various technical and non-technical solutions and projects. This role will be reporting directly to the VP, Technology and Digital Solutions.

Position Type/Schedule

This is a full-time position with the ability to work remotely.

Work Location

Head Office, Surrey BC

Key Responsibilities:

- Responsible for IT infrastructure services including servers, networks, communications, hardware, operating systems, databases, and middleware. This includes infrastructure support, monitoring, maintenance, and troubleshooting, including after-hours coverage and oversight of infrastructure managed services providers
- Manages delivery to SLAs by guiding incident resolution, problem management, maintenance and enhancement tickets raised by users
- Direct involvement in incidents or problems (irrespective of priority) that cause service impact and acts as escalation point for incidents not being resolved in a timely manner



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- Responsible for all backup and recovery services as well as the development and testing of disaster recovery procedures and other related matters
- Responsible for management of the rollout and support of desktop devices, including laptops and printers
- Maintain Infrastructure standards, operational procedures, asset management databases, life cycle management and roadmaps related to IT infrastructure
- Works with VP, Technology to establish standards and best practices for managing internal infrastructure, including network, access rights, desktops, servers, internal applications
- Manage relationships with managed service providers, vendors, and contractors, including negotiation and authorization of hardware, software and service acquisitions, support contracts and service level agreements
- Lead the evaluation of infrastructure solutions
- Develop and maintain a rolling three-year infrastructure plan to sustain existing infrastructure and support new business solutions
- Communicate the business value, drivers, risks and return on investment of proposed initiatives, gain business sponsorship and prepare supporting project plans
- Manage projects to agreed scope, quality, budget, and schedule
- Mentor IT staff to improve their functional and technical applications knowledge
- Manage resource levels within the team to ensure that staff can effectively support company activities



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You bring the following skills/qualifications:

- Bachelor's Degree (or equivalent) in Computer Science, IT, related technical field or equivalent work experience
- Minimum five (5) years of experience, including 3 years in leadership with direct experience in a Windows based, M365 environment
- Proven success building infrastructure strategies to enable business growth and continuous improvement
- Excellent communication (verbal, written, and presentation) and documentation skills
- Experienced with implementing change management processes
- Working knowledge of ticketing systems (e.g. FreshDesk)
- Experience with IT Project Management and/or Business Analysis will be considered an asset
- Experience with ITIL foundation will be considered an asset

Desired Technology Skills Knowledge in:

- Hands-on experience with Microsoft 365 admin, SharePoint, Azure AD, Azure AD connect, and other Microsoft office cloud services such as MS team & OneDrive
- Understand administrative, security, and data loss prevention capabilities of Microsoft 365
- SQL Server 2016, 2019
- Cloud platform technology (Azure, AWS)
- VMWare VCenter and ESXi 6.5+ knowledge and experience
- Citrix StoreFront, Controller experience
- Veeam Backup & Replication experience
- Experience supporting P21 and WMS is considered an asset



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Our Core Values: Celebrating the Past, Empowering the Future

Teamwork & Collaboration | Integrity | Commitment | Reliability | Initiative | Continuous Improvement

Take Your Next Step With EBH

If you believe your skillset matches the above description and are an enthusiastic, innovative, passionate and energetic individual we would like to hear from you. Please visit our website to apply for this posting www.ebhorsman.com/careers or click "Apply" on this posting.

Our Commitment to Inclusion & Diversity

E.B Horsman & Son is a proud equal opportunities employer and we are committed to creating a respectful, inclusive, and barrier-free workplace that allows all of our people to reach their full potential. A diverse workforce is a key to our success and we believe in bringing your whole self to work. We welcome all qualified candidates to apply and hope you will choose E.B. Horsman & Son as your employer of choice.

We thank all interested applicants. However, we are only able to work with those who live in Canada and have permanent working status. Please note that only those chosen for an interview will be contacted.



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