



## We are Recruiting! – Microsoft 365 Administrator

### Location

ICS employees work in a predominantly remote work environment.

### The Company

A highly respected player at an international level, International Conference Services Ltd. (ICS), is a Professional Conference Organizer in business for over 45 years that works with national and international associations, and organizations, to host conferences, events, and tradeshow. Our work is very purposeful, and we are truly “connecting people to facilitate change in the world.” With over 80 staff members working remotely across North America, Europe, and Asia, we are truly an international team, and we leverage the strengths that our diversity brings.

### Remote-First Work Environment

ICS employees work in a remote-first work environment. Our employees truly enjoy the flexibility that remote work brings, and we work hard as a company to stay connected through weekly all-hands meetings and annual in-person get-togethers. Remote work is an important part of our business strategy and will not change post-COVID.

### The Culture

ICS operates in a true “team” environment - trust, support, and empowerment of each other are very important to our culture. We know that we work better as a team, and we regularly celebrate our collective accomplishments. We pride ourselves on being innovative, solutions-oriented and are able to think outside the box, which keeps us all learning and growing as professionals together. We care deeply about creating exceptional experiences for our clients and pride ourselves in our many long-term relationships we have cultivated.

### The Role

The Microsoft 365 (M365) Administrator will work as part of the Systems & IT department, providing support and consultation on M365 tech stack. This role will also review and contribute to department developed standard operating procedures, identify efficiencies and areas for improvement, as well as act as a liaison between ICS and preferred suppliers.

**This is a new and dynamic position where we see the M365 Administrator role as a permanent or consultant part-time position. Hours and days are negotiable and there is a possibility of full-time if interested in other areas in the Systems & IT Department.**

### Responsibilities

#### Microsoft 365 Administrator

- Apply experience and knowledge of Microsoft 365 (M365) and Microsoft Azure architecture, administration, and best practices to lead existing, plan, develop, implement new M365 offerings
- Build, manage, and support system services including SharePoint, MS Teams, Power Automate, and other industry standard tools

- Participate and consult in projects to help migrate from legacy technologies to Microsoft Cloud based solutions
- Provide Escalation support, aid in the implementation and maintenance of endpoint device, software, and 3rd party tools
- Review and contribute to department developed standard operating procedures as it relates to M365
- Identify efficiencies and areas for improvement with regards to M365, create standard operating procedures and lead training
- Test systems and new procedures prior to delivery
- Troubleshoot, investigate, and escalate advanced or on-going technical issues for M36
- Ensure connectivity between databases and systems
- Additional duties as required

### Education, Experience & Skills Required

- Preference will be given to candidates with Certificate or Diploma in a relevant field
- Preference will be given to candidates with 1-2 years of experience in related field
- Proven experience working with M365 tech stack; including Azure, Teams, Security and Compliance, and Power Automate
- Advanced knowledge in system architecture, design, configuration, disaster recovery, business continuity, storage management, and performance monitoring
- Proven ability to write concise, detailed technical documentation for internal IT use and end-user training purposes, including detailed network diagrams, system processes, and maintaining accurate records of system configurations and inventory
- Able to interpret the operational requirements of end users, project managers, and other stakeholders, and develop detailed task lists from start-to-finish
- Excellent analytical reasoning, problem-solving, and organizational skills
- Ability to work on multiple projects simultaneously and meet project deadlines
- A self-starter with ability to work collaboratively as a member of a team, as well as independently
- Willingness to learn new software systems as required

### The Benefits of Working at ICS

- Our employees work remotely on a permanent basis.
- As an employee you are provided all hardware including company laptop, monitor, headset, mouse, keyboard, and internet-based phone
- In addition to salary, we offer a monthly work from home allowance to help cover the cost of your home internet and home office expenses
- In addition to vacation time, employees receive a paid day off on their birthday each year
- An excellent benefits package including Extended Health Coverage, Dental and access to our EFP is provided after 3 months
- Fun in-person employee get togethers each year
- ICS prides itself in providing career development opportunities

### What's next?

Please send your resume and cover letter to [careers@icsevents.com](mailto:careers@icsevents.com)