Job Description: IT Infrastructure Manager

Position: IT Infrastructure Manager

Department: Operations

Reports To: VP of Operations

Location: Vancouver, BC (On-site / Hybrid)

Employment Type: Full-time

Position Overview

The IT Infrastructure Manager ensures Hosted Advantage's production infrastructure, platforms, and managed services are available, secure, and performant. This role leads day-to-day operations for systems and storage teams, coordinates backup and disaster recovery, and drives ITSM processes (incident, problem, change). The manager owns runbooks, SLAs, vendor collaboration, and continuous improvement to support customer outcomes in a fast-paced MSP environment.

Key Responsibilities

Service Reliability & Data Center Operations

- Own uptime/availability across Hosted Advantage's Vancouver infrastructure and Montreal DR services; manage capacity, performance, and resilience for IaaS, storage, and backup.
- Lead incident response, root cause analysis, and preventative actions; maintain high MTTR/MTBF performance.

Storage, Backup, & Platform Operations

- Manage Virtual Infrastructure (e.g., VMware), Performance, monitoring and management, expansion and upgrades.
- Manage storage services (e.g., Pure Storage, Dell/Isilon), NTP/network dependencies, performance tuning, and lifecycle operations.
- Manage backup platforms (e.g., Cohesity, S3), ensure immutable/tamper-resistant backups where applicable, and validate restore drills; coordinate M365 and file-share backups.
- Manage Microsoft and Linux server environments, systems hardening, deployment automation, and scripting.

Team Leadership

- Lead systems and storage operations teams; set on-call rotations and escalation paths; mentor engineers.
- Institutionalize ITIL practices (incident/problem/change), author/maintain SOPs/runbooks, and enforce SLAs.

Security, Compliance & Continuity

- Partner with InfoSec on ISO 27001 compliance actions, BC/DR scope, and control adherence; ensure platform changes align with audit expectations.

Customer & Vendor Engagement

- Serve as operations point of contact for priority customers (including media & education); support escalations and production cutovers.
- Coordinate with strategic vendors/providers (e.g., Pure, Cohesity, Broadcom) for delivery, support, and escalations.

Continuous Improvement & Automation

- Drive operational excellence initiatives (monitoring, automation/orchestration, documentation quality, and KPI reporting).

Qualifications

Required:

- 7–10+ years in IT operations across data center, storage/backup, and platform management; MSP experience strongly preferred.
- Demonstrated leadership of technical teams; strong ITIL discipline and on-call leadership.
- Strong Knowledge of enterprise backup platforms (e.g., Cohesity), M365/Entra administration, and Pure Storage, Dell Isilon (or equivalent block/NAS/object platforms).
- Excellent vendor management and customer-facing communication.

Preferred:

- Experience supporting media & entertainment workflows (e.g., high-throughput storage, render/job scheduling like Slurm).
- Automation (scripts, infra orchestration), observability tooling, and KPI dashboards.

What We Offer

- Competitive salary and benefits.
- Training and certification reimbursement.
- Mentorship and growth opportunities within the operations team.
- A collaborative environment focused on continuous improvement and operational excellence.