



IVÈS Inc (<http://www.ives-inc.ca>) is a communications company that develops, integrates, and deploys innovative services in the fields of videoconferencing and relay centers, and is at the forefront of video relay technology for deaf and hard of hearing communities around the world.

IVÈS Inc has been selected by the Canadian Administrator of Video Service (CAV) to provide the technology platform and technical support for the Video Relay Service (SRV Canada VRS). VRS allows Canadians who are Deaf and hard of hearing who use sign language to engage in real-time telephone conversations by connecting the client to a sign language interpreter through Internet-based videoconferencing technology.

The position:

We are looking for a Level 2 IT Support Analyst to perform the day-to-day technical operations necessary to maintain all functionalities of the VRS infrastructure.

You will be in close contact with, internally.

- the operational team (manager, supervisors, and agents) as well as with the software development team of France

and externally.

- with users, clients, interpreter agencies and service providers.

Your technical skills are:

Linux and application system administration

- software installation and system configuration
- system and application trace analysis
- script shell
- implementation of surveillance system (monit, nagios, ...)
- website administration
- backup management



Network administration:

- wireshark trace analysis
- firewall management

Complementary skills sought:

- Knowledge of telephony protocols over IP and RTP would be a plus as well as an experience in administrating Asterisk or SIP proxy type solutions
- Knowledge of some programming languages such as PHP, JavaScript, HTML would be an asset.
- Knowledge of software such as Ansible would be an asset

You are flexible and resourceful, responsive, and good communicator

Working conditions: Work on computer, very occasional travel, on-call every other week.

Degree level: Engineer (or Technician with more than 5 years' experience) in the field of network information technology and/or systems administration

Minimum experience: 2 YEARS

Languages: Bilingual, able to read and write technical documents in both English and French and interact with customers and hearing suppliers in both languages. LSQ or ASL sign language is an asset.

Place of work: Hybrid position, office located in Montreal, near the Jean Talon market.

If you are interested in applying, please submit your CV and cover letter to [**RH@ives-inc.ca**](mailto:RH@ives-inc.ca)