Puzzle Medical
Devices

MONTREAL, IT System Administrator, full-time, in-person

Puzzle Medical Devices® Inc. is developing a percutaneous heart pump for patients with advanced heart failure. The device's modular design allows for safe percutaneous implantation to support both renal and cardiac function through 4mm-pumps anchored in parallel in the descending aorta, allowing stability for patient mobility. To date, Puzzle Medical Devices® Inc. has successfully: completed a Series A financing round (2023); completed its first-in-human study with all patients experiencing improvements in cardiac and kidney function (2022); received U.S. Food and Drug Administration (FDA) Breakthrough Device Designation (2021).

POSITION SUMMARY

Puzzle Medical Devices® Inc. is seeking an **IT System Administrator** to support and maintain our IT infrastructure, ensuring seamless daily operations for our growing team. This role involves troubleshooting hardware and software issues, maintaining network stability, managing IT assets, and implementing security measures to protect company data. To accomplish the tasks, the employee will be supported by an external Managed Service Provider and internal resources. The ideal candidate is a proactive problem-solver with strong technical expertise, excellent communication skills, and the ability to work independently in a dynamic environment.

This position offers the opportunity to play a key role in optimizing our IT systems, improving efficiency, and providing critical support to employees across various departments.

ROLE AND RESPONSIBILITIES

- **Technical Support** – Troubleshoot and resolve hardware, software, and network issues for employees.
- **Project Management** - Deploying new IT solutions and assisting users in solution integration
- **System Administration** – Install, configure, update, and maintain IT infrastructure in an Active Directory environment.
- **IT Asset & User Management** – Track, maintain, and optimize company IT equipment, software licenses, and user accounts, including Active Directory management and access control.
- **Network Management** – Deploy and maintain network infrastructure which includes databases, managed switches, routers, firewalls and VPNs.
- **User Training & Documentation** – Assist employees with IT-related best practices and maintain system documentation.
- **Software development and DevOps** - Support software development teams, develop specific components and deploy applications.
- **Database Management** – Manage and optimize databases for internal applications and IT infrastructure.
- **Cybersecurity** – Implement security best practices and monitor potential threats.

REQUIRED QUALIFICATIONS

- 3-5 years of experience in IT support, system administration, or helpdesk roles.
- Strong communication skills and ability to assist non-technical users.
- Strong knowledge of Windows, macOS and Debian-based operating systems.
- Good understanding of networking components and demonstrated capacity to resolve issues
- Familiarity with IT asset management.
- Excellent problem-solving skills and ability to work in a fast-paced environment.
- Able to develop scripts in Bash, and PowerShell.

PREFERRED QUALIFICATIONS

- Strong programming experience in Python.
- Experience with containers (Docker, Kubernetes).
- Experience with cloud services (Google Cloud, Amazon AWS, or similar).
- Experience with SQL databases.
- Knowledge of encryption principles and CVEs.
- Experience with Aruba infrastructure
- Experience with FortiGate devices

Note: This job description is intended to provide a general overview of the position. It is not an exhaustive list of responsibilities, qualifications, or requirements. The employer reserves the right to modify the duties or requirements of the position as needed.