



**Ontario Association of  
Children's Aid Societies**  
The voice of child welfare in Ontario

## **JOB POSTING**

### ***NETWORK ADMINISTRATOR***

#### ***Regular, full-time***

The Ontario Association of Children's Aid Societies (OACAS) has represented Children's Aid Societies in Ontario since 1912, providing service in the areas of government relations, communications, information management, education and training to advocate for the protection and well-being of children.

The Network Administrator maintains Information Technology (IT) infrastructure and researches and implements IT solutions to meet the organization's business needs. The Network Administrator is an expert in managing the IT security environment, employing best in class industry best practices and reporting. This role, in consultation with the IT Manager and other IT staff, provides expert technical advice, guidance and recommendations to OACAS management, prepares business cases and project plans, supports a broad range of projects including engaging and managing vendors. The position is responsible for providing excellent customer service through IT support and training to OACAS staff as well as to member agencies, OACAS committees, network groups and special projects.

This role researches, implements and enforces IT standards, processes and best practices for the organization and promotes continuous improvement by proactively seeking to improve service quality and enhance the organization's IT capability.

A copy of the full job description is available online at <http://www.oacas.org/wp-content/uploads/2018/05/Job%20Description%20-%20OACAS%20-%20IT%20Network%20Administrator.pdf>

Salary: Grade 8 (\$77,161 to \$96,488)

Classification: Professional

Location: Toronto

#### **You have:**

- Post-secondary degree in Information Technology, Business Management and Information Technology, Business Informatics, Computer Science; CompTIA Security and/or other recognizable industrial security certification. Microsoft Certified Professional (MCP) and Project Management certification desirable
- Minimum 5 years of progressive experience in network/infrastructure administration including IT support in an organization with 60+ employees, ideally in the not-for-profit sector
- Demonstrated experience in business process redesign, IT implementation and integration projects

**Ontario Association of Children's Aid Societies** 75 Front Street East, Suite 308, Toronto, Ontario, Canada M5E 1V9

**Tel.** (416) 987-7725 1-800-718-1797 **Fax** (416) 366-8317 [www.oacas.org](http://www.oacas.org)

- Comprehensive knowledge of hardware and software, IT framework (COBIT, ITIL), compliance standards (SOX, ISO), and security
- Knowledge and experience with CRM system (Salesforce or other SAAS CRM)
- Knowledge and experience with data processing
- Knowledge and experience with Cloud computing service (Microsoft Azure, SharePoint Online and 365)
- Current knowledge of the theory, principles, and current best practices of information technology management and business process design (knowledge and experience of IIBA Business Analysis preferred), and current/emerging trends/issues
- Demonstrated technical expertise in networking including Firewall and VPN, virtual service environment (VMWare) with network attached storage (Disk array, iSCSI, LUN), telecommunications, VoIP
- Knowledge and experience in identifying user needs, documenting user requirements, developing specifications and identifying and evaluating potential solutions
- Knowledge of Broader Public-Sector requirements, principles, practices and processes for IT procurement
- Strong consultative skills and judgment to provide advice and support to management on complex IT matters
- Superior interpersonal, listening and verbal communication skills to develop and maintain effective relationships with all levels of staff throughout the organization and with stakeholders
- Excellent customer service, analytical and problem-solving skills to manage the Help Desk function and to identify and analyze complex issues, to develop and assess options and implement or recommend effective solutions
- Excellent writing skills to develop and document IT policies, processes and procedures, prepare reports, business cases, etc.
- Good presentation skills to make presentations to senior management and stakeholders and to deliver/oversee IT training and orientation for OACAS staff and stakeholders
- Results-oriented with strong ability to promote continuous improvement and to manage change
- Demonstrated initiative to proactively improve service quality and enhance the organization's IT capability and to manage a high volume of work with competing deadlines and priorities
- Ability to engage and manage staff, including training, hiring, motivating and coaching
- Customer-focused with a commitment to proactive quality service
- Ethical with a sound understanding of privacy, security and system integrity, and an ability to manage sensitive, confidential matters
- Strong collaborative skills to work effectively as part of a team

Bilingual English/French would be an asset.

**APPLY ONLINE at <https://jobs-oacas.icims.com/jobs/intro> by end of day Friday, June 22, 2018. Attach cover letter and resume in one file.**

We thank all candidates for their interest; however only those considered for an interview will be contacted.

OACAS is committed to building a diverse workforce representative of the communities we serve. We encourage and are pleased to consider applications from all qualified candidates, without regard to race, colour, citizenship, religion, sex, marital / family status, sexual orientation, gender identity, aboriginal status, age or disability.

### Accommodation at OACAS

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation for a disability will be provided in accordance with the Ontario Human Rights Code. Applicants are required to make any accommodation requests for the application, interview or selection process known in advance by contacting the Human Resources Department at 416 987-7725. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the interview or selection process which will enable you to be assessed in a fair and equitable manner.