

Job Description

POSITION:	Systems Administrator
ACCOUNTABILITY:	Manager of Infrastructure and Technology
CLASSIFICATION:	Full-time
DATE APPROVED:	May 27, 2014

JOB PURPOSE

Reporting to the Manager of Infrastructure and Technology, the Systems Administrator is responsible for systems development, systems support, routine maintenance of hardware and software, backing up and archiving all documents and data files and assisting with teaching new staff to use Agency computers and systems. The Systems Administrator is responsible for providing hardware and software support to all Agency locations and for installing, configuring and maintaining computer equipment, software, systems and other hardware.

KEY JOB FUNCTIONS

Design and Install Systems:

Set up, design and install systems.

- Design, monitor, upgrade and install updated network systems
- Maintain system efficiency
- Make recommendations for future upgrades
- Maintain network and system security
- Analyze and support computer and system issues
- Evaluate and modify system performance
- Maintain integrity of the network
- Assign routing protocols
- Assign configuration, authentication and authorization of directory services
- Maintain file servers
- Develop system specifications
- Ensure records of system downtime and equipment inventory are properly maintained
- Work with vendors to support activities
- Develop and monitor new systems and application implementation plans, custom scripts and testing procedures to ensure operational reliability
- Train information technology staff how to use new software and hardware that is developed or acquired
- Install, modify and maintain systems and utility software on server computer systems
- Develop systems and procedures to maintain security and protect systems from unauthorized use, acts of nature and user abuse
- Develop programs, procedures and documentation for backup and restoration of operating systems and applications
- Develop tools, procedures and training sessions for staff

Set up and Maintain Information Technology Systems:

Set up and support information technology services.

- Set up, install, configure, test, train, monitor and troubleshoot new hardware and software
- Provide technical support to users on the systems and with software and hardware
- Develop, implement and maintain forms, reports and queries
- Recommend improvements to system
- Ensure reliability and efficiency of backup systems, website, e-mail and documents
- Monitor and take measures to protect and improve integrity of data
- Complete updates to software and systems
- Conduct annual inspections and cleaning of hardware
- Troubleshoot hardware and software issues

- Set up email for users and configure access for Supervisors during extended leaves of absence

Set Up and Maintain Telecommunication Systems:

Set up and support telecommunication system.

- Set up, install and configure telecommunication systems
- Provide advice and technical support to users of the system
- Assist with video conferencing, teleconferencing, message centre and other communication systems

Provide Advice and Assistance with Child Welfare Information Management Systems:

Provide technical support with the Information Management Systems for Child Welfare.

- Install and configure new users on CIMS, CWIS, Fast Track and other software
- Maintain, monitor and update systems and software

Administration and Reporting:

Complete administrative duties and reports, and adhere to Agency policies, procedures and relevant practices.

- Ensure confidentiality and safekeeping of all Agency documents and records
- Develop and maintain a detailed work plan of activities
- Develop and maintain accurate, up-to-date and concise work files
- Set up and install alarm system including authorizing, ordering, monitoring and signing out swipe cards and notifying company of any changes, pass codes and training required
- Work in compliance with Occupational Health and Safety Act and any other relevant legislation
- Prepare and submit monthly reports, attendance records and travel expense claims
- Follow the Agency's human resources, finance and other policies and procedures in the performance of duties

Other Duties:

- Participate in internal or external committees as required or assigned
- Other duties as required and assigned

QUALIFICATIONS

Minimum Education

- Degree in Computer Science/Software Engineering or related IT discipline
- Certification in A+ and Microsoft Certified Professional would be preferred

Minimum Experience

- Three (3) years' experience developing and maintaining Information Technology infrastructure and working with and configuring network environments with firewalls, IP subnets, VPNs, electronic mail operations and remote communications
- Three (3) years' experience in complex system design, programming and systems software and support
- Experience working with Aboriginal people, organizations and communities

Knowledge Requirements

- Knowledge of Nogdwindamin programs and services
- Knowledge, understanding, respect and sensitivity of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Knowledge of Windows Operating Systems and network operating systems
- Knowledge of programming languages and operating systems
- Knowledge and proficiency in personal computer technology and peripherals, application software, operating systems, diagnostic software, anti-virus programs, software images and recovery procedures

Special Skills

- Proficient computer skills with MS Office Software, networking and other software
- Excellent analytical and research skills
- Excellent interpersonal and customer service skills
- Excellent conflict resolution and problem solving skills

Systems Administrator Job Description

- Excellent oral and written communication skills
- Excellent organizational skills
- Excellent time management skills
- Ability to attend to detail
- Ability to communicate in user-friendly language
- Ability to develop and configure complex information technology systems
- Ability to manage multiple priorities and work in a fast-paced environment
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to adapt to manage change
- Ability to work with confidential and sensitive information
- Ability to understand and speak Anishnaabemowin is a definite asset

Other Requirements

- Must provide a clear Police Records Check with Vulnerable Sector Check
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel
- Must have \$1M automobile insurance coverage

WORK SITE LOCATION

The position will be based out of the head office in Batchewana First Nation.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Systems Administrator will typically be in an office setting. The Systems Administrator is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Systems Administrator will be required to travel to meetings in the province of Ontario.

Management positions can be mentally and emotionally challenging. The administration of employees and financial issues can be mentally and emotionally challenging. As a result, this position is more mentally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually quiet to moderate, but may be loud on occasion. The nature of the position may expose the Systems Administrator to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring on occasions.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine and adding machine

KEY RELATIONSHIPS

Internal

The position requires interaction with the Manager of Infrastructure and Technology, Managers, Supervisors, co-workers, and other staff.

External

The Systems Administrator will interact with the Ministry of Child and Youth Services, Children's Aid Societies, other First Nations and other agencies.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its contents.

Signature of Employee

Date



NOGDAWINDAMIN FAMILY AND COMMUNITY SERVICES EMPLOYMENT OPPORTUNITY



NOGDAWINDAMIN Family and Community Services, a designated Aboriginal Child Welfare Agency under the Child and Family Services Act serving member First Nations situated between Sault Ste. Marie and Sudbury is seeking to hire a **full-time contract to March 31, 2019**:

SYSTEMS ADMINISTRATOR – SATELLITE OFFICE – SAULT STE. MARIE **Salary Range: \$60,146.00 – \$73,880.00**

Overview of Responsibilities

Reporting to the Manager of Infrastructure and Technology, the Systems Administrator is responsible for systems development, systems support, routine maintenance of hardware and software, backing up and archiving all documents and data files and assisting with teaching new staff to use Agency computers and systems. The Systems Administrator is responsible for providing hardware and software support to all Agency locations and for installing, configuring and maintaining computer equipment, software, systems and other hardware.

QUALIFICATIONS

Education and Experience Requirements

- Degree in Computer Science/Software Engineering or related IT discipline
- Certification in A+ and Microsoft Certified Professional would be preferred
- Three (3) years' experience developing and maintaining Information Technology infrastructure and working with and configuring network environments with firewalls, IP subnets, VPNs, electronic mail operations and remote communications
- Three (3) years' experience in complex system design, programming and systems software and support
- Experience working with Aboriginal people, organizations and communities

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Knowledge, understanding, respect and sensitivity of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Knowledge of Windows Operating Systems and network operating systems
- Knowledge of programming languages and operating systems
- Knowledge and proficiency in personal computer technology and peripherals, application software, operating systems, diagnostic software, anti-virus programs, software images and recovery procedures

Special Skills & Abilities

- Proficient computer skills with MS Office Software, networking and other software
- Excellent analytical and research skills
- Excellent interpersonal and customer service skills
- Excellent conflict resolution and problem solving skills
- Excellent oral and written communication skills
- Excellent organizational skills
- Excellent time management skills
- Ability to attend to detail
- Ability to communicate in user-friendly language
- Ability to develop and configure complex information technology systems
- Ability to manage multiple priorities and work in a fast-paced environment
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to adapt to manage change
- Ability to work with confidential and sensitive information
- Ability to understand and speak Anishnaabemowin is a definite asset

Other Requirements

- Must provide a Criminal Records Check deemed satisfactory by the employer upon offer of employment
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel
- Must have \$1M automobile insurance coverage

Nogdawindamin Family and Community Services has been in operation for over 25 years. We are committed to providing a barrier-free work environment in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Accommodations are available upon request for candidates taking part in the recruitment process. **JOIN A GROWING AND DYNAMIC ORGANIZATION OFFERING REWARDING CAREERS, COMPETITIVE SALARIES, BENEFITS, PENSION AND A GREAT WORK ENVIRONMENT FOR INDIVIDUALS COMMITTED TO MAKING A DIFFERENCE.**

Please submit a job related resume and cover letter along with three work related references by:

Friday, October 5, 2018 – 4:00pm

Hiring Committee

Nogdawindamin Family and Community Services
210B Gran Street, Batchewana First Nation, ON P6A 0C4
FAX (705) 946-3717 hr@nog.ca

Preference will be given to applicants of native ancestry.

Incomplete or late applications will not be accepted

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

A full job description is located on our website at www.nog.ca