



York Region
Children's Aid Society
Société d'aide à l'enfance
de la région de York

York Region Children's Aid Society

16915 Leslie Street

Newmarket, ON L3Y 9A1

Fax# 905-898-7741 or email: human.resources@yorkcas.org

2019-40

July 12, 2019

Applications are now invited for the position of:

SYSTEMS & NETWORK COORDINATOR
(8 MONTH CONTRACT)

The York Region Children's Aid Society mission is to champion the care and protection of children and youth and well-being of their families. The voice of the child is at the heart of everything we do and with confidence and resolution, we always strive to do the right thing. We are committed to excellence and to the principles of honesty, respect, and fairness, and take responsibility for our work, our decisions and our results. We value diversity, treat each other with dignity and compassion and empower individuals.

NATURE OF POSITION:

The primary purpose of this position includes the maintenance of server/network operations and desktop support, and project management. Candidate will be accountable for assisting in all aspects of coordinating process documentation, development and implementation of assigned technology projects.

MAJOR RESPONSIBILITIES:

1. Oversee HelpDesk system providing technical assistance to First Level Support and acting as backup of Second Level Support.
2. Provide professional advice, mentor and assistance to First/Second Level Support
3. Share workload and work on joint project with Second Level Support as assigned
4. Ensure customer satisfaction, compliance of Service Level Agreement (SLA)
5. Troubleshoot networks, systems, and applications to identify and correct malfunctions and other operational difficulties.
6. Investigate user problems, identify their source, determine possible solutions, test and implement solutions.
7. Project management responsibilities and deliverable as assigned and/or required.
8. Install, configure, and maintain networks, Windows workstations/servers, Ethernet networks, network cabling, and other related equipment, devices, and systems; adds or upgrades and configures disk drives, SAN, printers, and related equipment.
9. Perform and/or oversee software and application development, installation, and upgrades.

10. Plan and implement network security, applying cryptography to network applications, managing host security, file permissions, backup and disaster recovery plans, file system integrity, and adding and deleting users.
11. Perform regular backups of files stored on the network, assisting in recovery efforts as required.
12. Provide technical assistance to other agency personnel (e.g. provide assistance setting up or using computer/AV equipment and scanning system).
13. Maintain a proper inventory of network related materials.
14. Provide preventative maintenance on workstations, servers and printers.
15. Provide network documentation and implement a disaster recovery plan.
16. Provide CPIN support coverage by assisting users to the login or related issues.
17. To provide other duties as assigned.

WORK REQUIREMENTS:

- The incumbent requires sound knowledge of a full range of computer network software programs and computer hardware components such as Windows 2008/2012 Server Technologies, Virtual Server concepts & technologies - VMWare ESX/MS Hyper-V, Storage IP SAN Technologies & Concepts, Citrix XenApp Technologies, SQL concepts & technologies, CISCO/IP Networking, Voice over IP (VoIP) concepts & technologies, Avaya IPO System technologies, IIS concepts & technologies, Terminal Services concepts & technologies, Exchange server technologies, Scripting & Programming (such as C+, VB, BAT, etc.), SharePoint concepts & technologies, Backup technologies & concepts and Deployment Technologies & Concepts
- The incumbent must have the capacity to learn program features quickly, often in a self-directed way.
- The capacity to troubleshoot and remedy hardware and software difficulties quickly and efficiently and to provide staff with sound consultation regarding solutions in a manner and at a pace that is most helpful.
- A strong commitment to quality customer service and the ability to work cooperatively and effectively with agency personnel.
- Strong analytical, organizational, excellent project management skills, planning and communication skills.
 - Accountable for ensuring that computer network, software and hardware components are installed in such away to promote optimal functionality, ensuring that computer network and hardware related problems are dealt with in a timely, efficient and knowledgeable manner, and ensuring that information backup and retrieval processes are conducted in a proper timely fashion, so that there is no significant loss of agency data.
- The employee is required to acquaint himself/herself with all laws, rules, regulations, policies and procedures, which impact on his/her specific responsibilities. We undertake to make decisions, as required, which are consistent with these and then to act in a manner which afford them consistent and meaningful effect.

- Exercise sound judgement in establishing job priorities that are consistent with the needs of the agency, analysing network, software, and hardware difficulties and deciding on the best short term and long-term solution for remedying the difficulties, and recommending changes to agency network, software and hardware that are fiscally responsible and which promote an enhanced functioning of the system.
- Maintain regular contact with the Supervisor of Information Technology for supervisory sessions, evaluation sessions, and planning activities, with agency personnel (i.e. staff, foster parents, volunteers) regarding network, hardware and software consultation/instruction and with other Information Service staff (e.g. Help Desk) regarding joint problem solving, planning, scheduling and coverage issues.
- Incumbent must be able to work a flexible work schedule, as required, including days, nights, weekends and holidays
- Bilingualism in French would be considered an asset.

REQUIRED EDUCATION & QUALIFICATIONS

- Bachelor's degree or college degree/certificate in Computer Science, Information Systems or related field
- Completed the Microsoft Certified Systems Engineer (MCSE) and/or CISCO Network Administration Associate (CCNA) designation
- Preferable 5 years experience as a Systems Administrator in a Windows environment

SALARY RANGE: \$53,980.96 - \$66,938.87

Applications for this position must be submitted in writing to human.resources@yorkcas.org no later than 4:30 p.m. on July 22, 2019. Please quote posting number **2019-40**

Anti-Oppression/Anti-Racism at York Region Children's Aid Society

YRCAS is committed to having a workforce that is reflective of the diversity of York Region and strongly encourages application from all qualified individuals, especially those who can provide different perspectives and contribute to a further diversification of ideas.

Accommodation at YRCAS

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants that may require accommodation during the selection process are encouraged to notify the Human Resources Department when contacted for an interview.

Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.