



The Children's Aid Society of Ottawa | La Société de l'aide à l'enfance d'Ottawa

NETWORK AND SYSTEMS ADMINISTRATOR

(Temporary, Full-Time Opportunity – 6 Months)

Are you looking for a rewarding career? Would you like an opportunity to improve the life of a child or youth in Ottawa? The Children's Aid Society of Ottawa (CASO) is searching for dynamic and committed people to join one of the largest Children's Aid Society in Ontario, to fulfill the role of a **Network and Systems Administrator**.

RESPONSIBILITIES:

The Network and Systems Administrator is responsible to the Supervisor of Information Systems Services and reports to that person. The Network and Systems Administrator is responsible for providing technical support for the Society's network, software and hardware systems, managing the Society's network infrastructure and implementing technology changes as required in order to meet the needs of the Society's users. The Network and Systems Administrator is responsible for managing all user access to all of the Society's systems and may be called upon to assist in investigations related to suspected system breach.

- Manages the Society's Local Area Network, software systems, hardware systems and peripheral equipment which includes LAN systems administration such as assigning and maintaining user's rights, maintaining data security and daily/weekly/monthly backups, hardware support for servers, SAN's, Switches, peripherals, troubleshooting, etc. User access management is applicable to systems such as the HR/Payroll system (VIP), the Case management and Finance management systems (CPIN), and all software licensing systems (Active Directory management, multi-factor authentication, file share systems, O365 applications, etc.).
- Coordinates and monitors the quality and acceptability of Information Technology (IT) and Information Systems (IS) service and support delivered by outside service agencies to honour warranties and ensure compliance with vendor contracts.
- Plans, designs and presents training modules that develop user capabilities with respect to IS tools and applications in support of users.
- Makes recommendations and assists with procurement strategies for the Society's IS services, including software, hardware, and purchased services and initiates purchase orders, receives goods, initials receiving slips matched to PO's and forwards invoices to the Supervisor for approval and payment.
- Provides technical and software support end- users throughout the Society. This includes providing technical service and support for microcomputer hardware, printers and other peripheral equipment as well as software support for the Society's standard products: O365 applications, VIP, Trackit, SQL, Lotus Notes, and others as they are identified and approved in the future.
- Manages the Society's infrastructure including software, hardware systems, cloud-based subscriptions and systems and peripheral equipment. This includes assigning and maintaining user's rights, maintaining data security and daily/weekly/monthly back-ups as well as hardware support for servers, peripherals, troubleshooting, etc.
- Monitors the overall performance of the Information Systems and conducts systems maintenance, reviews and resolves the impact of upgrades and modifications on all the

systems to ensure stable operation of the in-house and Cloud-based computer networks. This includes planning, installing, configuring, maintaining, supporting and optimizing all systems.

- Analyses and resolves user problems and provides technical and software support for the Society. Responds promptly to inquiries and concerns by end users; including technical service and support for software and hardware.
- Maintains security, authority and access for remote connections.

QUALIFICATIONS:

- University degree in Computer Science or related field;
- 3 years of work experience which must include administration of a large (more than 200 users) Local Area Network, in depth experience maintaining servers and Storage Area Networks (SAN's), virtualization and experience working with users/clients to assist them with their service requirements;
- Experience in administering O365 software and applications. Must be experienced with VMware vSphere management and administration, and Veeam backup products;
- Must have experience with the use of communication software, hardware, and protocols. Specifically, experience is required in configuring routers and firewalls, using ISDN lines to connect remote users/offices and experience with TCP/IP and Internet servers. Must also have experience with PoE managed switches.
- Should be capable of (some) lifting and other physical activity. The nature of the work requires moving, lifting and often manual labour to complete the service requirements;
- Demonstrated leadership, project management, planning and organizational skills; and
- Excellent customer service, consulting, communication and problem-solving skills.
- Demonstrated knowledge and understanding of the culture, history and current oppressions experienced by people related to gender identity, gender expression and sexual orientation and then faced within the 2SLGBTQIA+ communities.
- Demonstrated knowledge and understanding of the culture, history and current oppressions experienced by Indigenous peoples and racialized communities.
- Applies anti-racist, anti-ableist, anti-indigenous racism and anti-2SLGBTQIA+ lenses to social problems.

We offer a competitive salary range of \$68,991 to \$85,853. We offer generous leave provisions such as 4 weeks of vacation after 6 months. All successful candidates will benefit from a comprehensive orientation, innovative training programs, quality supervision and recognition of contributions.

If you are interested in the above opportunity, please apply online at <http://www.casott.on.ca/en/careers/opportunities/> before Sunday, January 24, 2021 at 11:59pm.

We thank all applicants for their interests in the Children's Aid Society of Ottawa however we will only contact those selected for an interview.

CASO is committed to a candidate selection process and work environment that is inclusive and barrier free. In order to ensure candidates are assessed in a fair and equitable manner, accommodations will be provided to prospective employees in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.

The Children's Aid Society of Ottawa is dedicated to building a workforce that reflects the diversity of the community in which we live in and serve. The Society encourages applications from all qualified individuals.