

Job Description

Job Title:	Senior Systems Administrator
Department:	Library
Reports To:	Manager, Library Information Technology (IT)
Jobs Reporting:	None
Salary Grade:	USG 11
Effective Date:	March 2023

Primary Purpose

The University of Waterloo Library is the campus's partner in learning, research and innovation. Its two main locations and three satellite spaces act as interdisciplinary hubs, bringing together the knowledge, expertise and resources needed by our diverse campus community. The University was built for change and the Library exemplifies Waterloo's agility as we continuously transform our approaches to creating, discovering, using, sharing and preserving information. With a commitment to open and equitable access to information, we equip researchers and students with the critical research skills to improve our world as active citizens, creative problem solvers and agile leaders. All of our work is done with a strong commitment to equity, diversity, inclusion and accessibility.

The Senior Systems Administrator reports to the Manager, Information Technology and is responsible for the implementation, maintenance and operation of the Library's server infrastructure. The incumbent is accountable for designing and ensuring the proper implementation of central systems related to desktop provisioning and end-user infrastructure applications. The incumbent is responsible for advising the Manager, Library IT on industry best practices and mentoring other IT staff. The incumbent is also responsible for self-directed research and keeping on top of industry trends to make recommendations to keep the Library's infrastructure current.

Key Accountabilities

Manage Server Infrastructure

- Design, deploy, monitor and maintain both physical and virtual Windows and Linux servers
- Implement, monitor and maintain server hardware including storage and networking appliances
- Improve, monitor and maintain server performance and uptime
- Design, deploy and monitor server patching levels through centralized systems
- Design, deploy, monitor and maintain server backups
- Design, deploy, monitor and maintain business continuity (disaster recovery) infrastructure
- Design, deploy, monitor and maintain infrastructure monitoring systems
- Advise the Manager, IT on industry best practices and mentor other IT staff in their implementation
- Other server administration duties as they arise

Support user-end infrastructure applications

- Provide problem solving and expert consultation services to enable Library departments and groups to match staff needs with available and appropriate technology
- Lead, train and mentor other IT staff in designing and deploying centralized services supporting both staff and public environments
- Mentor IT staff personnel in the configuration and operation of end-user infrastructure applications

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Manage Virtual Desktop Infrastructure

- Design, deploy, monitor and maintain back-end virtual desktop servers and applications
- Performance tuning & troubleshooting
- Create and maintain documentation
- Lead, train, and mentor systems administrator in the creation, configuration & automation of virtual desktops
- Lead, train, and mentor Systems Administrator & Client Support Specialist personnel in the operation of virtual desktop infrastructure

Collaboration and Special Projects

- Work collaboratively with Library staff to understand the technology needs and processes of Library staff and users
- Keep track of and respond to technology trends that may be beneficial to supporting the Library's strategic directions
- Evaluate, select and participate in technology deployments
- Work collaboratively with Digital Initiatives (DI) to ensure that reliable and effective operation of the Library's technical infrastructure
- Participate as a member of a support team to ensure essential system functionality during times of vacation or illness
- Participate in and provide guidance to others in various projects. Library-wide and campus committees
- Participate in planning sessions in assigned service areas
- Provide mentoring support
- Serve as a resource for the Manager, Information Technology
- Supports and advances the Library's strategic directions to further the Library's contribution to the campus strategic plan

Required Qualifications

Education

- University degree or college diploma, or equivalent experience

Experience

- Expert level server administration - managing large quantities of servers and related components in an enterprise environment including:
 - VMware vSphere
 - SAN/NAS/HCI storage
 - Virtual aware backups
 - Monitoring & reporting systems
- Expert level Windows server administration
- Expert level Linux server administration
- Intermediate level networking & security
- Experience with server configuration management systems (such as SCCM, Puppet/Chef/Salt)
- Experience leading major technical deployments and upgrades

Knowledge/Skills/Abilities (in order of priority)

- A demonstrated commitment to high-quality service
- Ability to work effectively and efficiently without direct supervision
- Demonstrated ability to independently, as well as collaboratively, plan, coordinate, and implement effective information technology projects, including managing multiple and simultaneous projects
- Effective interpersonal communications skills are essential, including oral and written, in order to provide consulting assistance and write technical documentation
- Ability to translate technical concepts into simple language

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Assets

Competence in:

- Nutanix
- Veeam
- PostgreSQL, MSSQL & MYSQL
- Salt
- VMware Horizon View
- Linux Shell and Windows PowerShell scripting
- Distributed version control system: Git

Nature and Scope

- **Contacts:** Internally, communicate with employees in all groups and departments throughout the Library and at all levels to gather ideas, envision, articulate, update and inform on projects for which the incumbent is the lead or is otherwise accountable. Externally, communicates with other campus departments to collaborate on shared, or similar, infrastructure.
- **Level of Responsibility:** The position is responsible and accountable for the projects and other work that the incumbent leads. Expected to mentor and coach IT staff..
- **Decision-Making Authority:** The incumbent is responsible for advancing, building, maintaining and providing solutions for server infrastructure, and work independently and with others, as appropriate. As required, the position consults with the Manager, Library IT, Systems Administrator, members of the Library Department Heads, and others across campus.
- **Physical and Sensory Demands:** Minimal exposure to disagreeable conditions typical of an office position.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of an office position exposed to stress and pressure associated with those responsibilities. This position will require occasional evening/weekend work. This role is suitable for a hybrid working model.