

## Job Description

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<b>Job Title:</b>	Senior Systems Administrator
<b>Department:</b>	Waterloo Undergraduate Student Association
<b>Reports To:</b>	IT Manager
<b>Jobs Reporting:</b>	Systems Administrator
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	September 2020

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### **Primary Purpose**

The Senior Systems Administrator is responsible for providing leadership with the design, implementation, maintenance and operation of the WUSA computing infrastructure and services. WUSA's infrastructure serves staffing, volunteers business computing, a digital signage network, multiple food/beverage/retail outlets & their point of sale systems, e-commerce channels, enterprise web applications utilized by 30,000+ student member users a year such as vote, survey and room booking systems. The incumbent is accountable for taking a leadership role in designing, implementation and maintenance of central systems related to desktop provisioning and end-user infrastructure applications with the direction from the IT Manager. The Senior Systems Administrator is to be the subject matter expert when supporting and managing WUSA's virtualized computing environment. The incumbent is also responsible for self-directed research and keeping on top of industry trends in order to make recommendations to keep WUSA's infrastructure current.

### **Key Accountabilities**

#### **Provide leadership and final tier, expert level support for WUSA's server infrastructure, network and security.**

- Design, test, deploy, monitor and maintain both physical and virtual Windows and Linux servers
- Ensure confidentiality, integrity and authorization to protect sensitive data and information of staff/students
- Implement and monitor strong controls to ensure and mitigate potential security risks
- Implement, monitor and maintain server hardware including storage and networking appliances
- Improve, monitor and maintain server performance and uptime, thorough modern monitoring system(s)
- Deploy, test and monitor server patching levels through centralized systems
- Deploy, test, monitor and maintain server backups to ensure business continuity (disaster recovery)
- Advise the IT Manager and senior leadership on industry best practices
- Mentor the Systems Administrator in their implementation
- Other server administration project or duties as assigned by the IT Manager

#### **Provide leadership and final tier support in designing, deploying and maintaining WUSA's hardware and applications catalogue**

- Provide expert level troubleshooting/consultation services to end users
- Lead, train and mentor Systems Administrator in designing and deploying centralized servers supporting both staff and public environments
- Mentor Systems Administrator & Client Support Specialists in the configuration and operation of end-user infrastructure applications

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- Ensure proficient turnaround with IT support requests and that department Service Level Agreements are met/exceeded
- Supervises general service/support request queues and assigns tickets to staff resources
- Ensure documentation is clear and up to date for internal IT and end user applications (technical & non-technical documentation)
- Communicate with clients and peers effectively, clearly, and with empathy while keeping clients informed with the progress towards the resolutions of their requests

### **Ensure optimal performance and configuration of Virtualized Infrastructure to meet WUSA computing demands.**

- Design, test, deploy, monitor and maintain Windows/Linux client computers
- Design, test, deploy, monitor and maintain Windows Active Directory to ensure strong-single access control
- Design, test, deploy, monitor and maintain tools such as Group Policy Object (GPO), start-up scripts, user environment manager to meet user specific demands
- Create and maintain documentation of virtualized environment and layers of services running
- Ensure new software products are thoroughly tested prior to production/deployment
- Lead, train, and mentor Systems Administrator in the creation, configuration & automation of virtual desktops
- Lead, train, and mentor Systems Administrator & Client Support Technician in the operation of virtual desktop infrastructure

### **Provide day to day leadership within IT, and support on special projects as assigned to help with implementation and upgrades of software & services.**

- Provide mentoring and support to staff within IT department and across WUSA
- Evaluate, select and participate in technology deployments
- Research market products, services and trends to enhance WUSA business processes and client computing
- Ensure thoroughness with discovery/requirements analysis, researching solutions, testing, documentation and deployment when assigned projects.
- Ensure system integration and scalability of newly deployed applications
- Actively engage with UW cross-departmental IT personnel and campus wide initiatives to ensure compliance with campus system, policies and procedures.

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

## **Required Qualifications**

### **Education**

- Completion of University or College education in field of computer science or equivalent experience
- Completion of VMware Certified Professional - Data Center Virtualization

### **Experience**

- 5+ years in computer/network administration

### **Knowledge/Skills/Abilities**

- Expert level server administration - managing large quantities of servers and related components in an enterprise environment including:

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- VMware vSphere or equivalent
- VMware Horizon or equivalent
- ESXi or equivalent
- SAN/NAS storage or equivalent
- Expert level Windows and Linux server administration
- Expert level understanding networking & security
- Expert understanding of server configuration management systems
- Proficient understanding & experience leading major technical deployments and upgrades
- 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
- Excellent communication and interpersonal skills, both oral and written assets

### Nature and Scope

**Contacts:** Internally, communicate with employees in all groups and departments throughout the WUSA 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. The role also communicates with other campus departments to collaborate on shared, or similar, infrastructure. Externally, the role may be required to contact support partners for hardware/software solutions managed by WUSA

**Level of Responsibility:** The position is responsible and accountable for the overall uptime and end-user experience for the WUSA computing environment.

**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.

**Physical and Sensory Demands:** Minimal exposure to disagreeable conditions typical of an office position. Occasional heavy lifting of hardware for moves/maintenance may be required (up to 25kg)

**Working Environment:** Minimal exposure to disagreeable conditions typical of an office position exposed to stress and pressure associated with those responsibilities. The role may be required to work outside normal business hours during certain times of the year to support the organization's needs to accommodate for system failures, upgrades and maintenance. This role will may be scheduled on rotation for "on call, after hours" support.