

## Job Description

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<b>Job Title:</b>	Systems Administrator
<b>Department:</b>	Waterloo Undergraduate Student Association
<b>Reports To:</b>	Manager, Technical Infrastructure
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 9
<b>Effective Date:</b>	August 2023

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### **Primary Purpose**

Reporting to the Manager, Technical Infrastructure, Systems Administrator's primary goal is to ensure the seamless operation, security, and accessibility of the organization's server infrastructure, Microsoft 365 environment, and cloud-based systems. Working collaboratively with the Technical Infrastructure Manager, the Systems Administrator is instrumental in implementing and maintaining stringent security measures for on-premises servers, Office 365, and Azure cloud environments. Regular security audits, vulnerability assessments, and the deployment of a Two-Factor Authentication system to enhance user account security and compliance with industry standards.

Technical support to end-users is vital, with the Systems Administrator troubleshooting hardware and application issues promptly and maintaining comprehensive documentation. Prioritizing service requests and resolving technology-related problems efficiently contribute to a seamless computing experience for WUSA staff and users) and its subsidiaries.

### **Key Accountabilities**

#### **Deploy, monitor, and maintain Server Infrastructure**

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

#### **Microsoft 365, Azure, and endpoint Administration**

- Support the administration of Microsoft 365 services, including user accounts, licenses, and security settings, to ensure smooth operation and user access.
- Deploy, and monitor both Windows and Linux servers in the Azure cloud environment, optimizing performance and ensuring uptime.
- Configure and manage Intune for mobile device and application management, implementing security policies and providing support to end-users.
- Administer and troubleshoot Office 365 applications, such as Exchange Online, SharePoint, and Teams, to resolve issues and improve productivity.
- Implement and monitor security measures across the infrastructure, conducting regular audits to ensure compliance with best practices and industry standards.

## **Server and Application Security**

- Work with Technical Infrastructure Manager to implement and maintain robust security measures for on-premises servers, including server level firewalls, intrusion detection/prevention systems, and antivirus solutions.
- Regularly review server logs and conduct security audits to identify and mitigate potential vulnerabilities or security breaches.
- Perform regular security assessments and harden both Windows and Linux server environments to protect against security threats and unauthorized access.
- Work with Technical Infrastructure Manager to Design, deploy, and manage a Two-Factor Authentication system to enhance the security of user accounts and prevent unauthorized access to critical systems and data.
- Implement security policies and settings in Office 365 to safeguard email, documents, and data stored in SharePoint and OneDrive.
- Work with Technical Infrastructure Manager to Develop and maintain an incident response plan to effectively respond to security incidents and breaches.
- Conduct security awareness training for end-users and Keep staff informed about the latest security threats, phishing attempts, and best practices to avoid security breaches.
- Conduct regular vulnerability assessments and penetration tests on systems to identify potential weaknesses and remediate vulnerabilities and implement security improvements.

## **Support hardware/applications and provide troubleshooting and advice to end users.**

- Provide problem solving and consultation services to enable WUSA departments and its subsidiary groups to match staff needs with available and appropriate technology.
- Prioritize service requests and action taken based on level of impact and with direction from technical Infrastructure Manager
- Ensure documentation is clear and up to date for internal IT and end user applications (technical & non-technical documentation)
- Work with clients to understand and resolve their computing and related technology issues.
- Keep clients informed of the progress toward resolution of their issues.
- Create and maintain documentation.
- Work collaboratively with WUSA staff to understand the technology needs and processes of WUSA staff and users.

*\*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

### **Experience**

- 3+ years of server administration
  - VMware vSphere
  - SAN/NAS
- Experience supporting O365/M365 environment.
- Experience with server configuration management systems (such as SCCM/Intune, Puppet/Ansible)

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

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- Proficient in Windows and Linux server administration.
- Thorough understanding of networking & security
- Proficient understanding of server configuration management systems
- Proficient understanding & experience leading major technical deployments and upgrades
- A demonstrated commitment to high quality customer service
- Ability to work effectively and efficiently without direct supervision.
- Excellent communication and interpersonal skills, both oral and written assets

### Assets

- Azure Active Directory
- Endpoint Management
- Azure
- Office 365
- Veeam
- PostgreSQL, MSSQL & MYSQL
- Puppet or Ansible

### Nature and Scope

- **Contacts:** : Internally, communicate with employees in all groups and departments throughout 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 projects and other work that the incumbent leads.
- **Decision-Making Authority:** The incumbent is responsible for advancing, building, maintaining and providing solutions for server infrastructure, and working 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 maybe on schedule for rotation for "on call, after hours" support.