

Job Description

Job Title:	Systems Administrator
Department:	Waterloo Undergraduate Student Association
Reports To:	IT Manager
Jobs Reporting:	n/a
Salary Grade:	USG 7
Effective Date:	July 2019

Primary Purpose

The Systems Administrator is responsible for the implementation, maintenance and operation of the Feds server infrastructure. The Feds infrastructure serves staff computers, a digital signage network, multiple food/beverage/retail outlets & their point of sale systems, e-commerce channels, and servers hosting campus wide applications such as vote, survey and room booking systems. The incumbent is accountable for designing and ensuring the proper implementation of central systems related to desktop provisioning and end-user infrastructure applications with the direction from the IT Manager. The incumbent is also responsible for self-directed research and keeping on top of industry trends in order to make recommendations to keep the Feds infrastructure current.

Key Accountabilities

Responsible for server administration & network 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 with coordination with IST
- Deploy, test, monitor and maintain server backups to ensure business continuity (disaster recovery)
- Other server administration project or duties as assigned by the IT Manager

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

- Provide troubleshooting/consultation services to end users
- Ensure proficient turnaround with IT support requests and that department Service Level Agreements are met/exceeded
- Prioritize service requests and action taken based on level of impact and with direction from IT Manager
- 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

Job Description



Ensure optimal performance and configuration of Virtualized Infrastructure to meet Feds 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
- Ensure new software products are thoroughly tested prior to production/deployment

Champion projects as assigned by IT Manager.

- Research market products, services and trends to enhance Feds 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 Post-Secondary education in field of computer science or equivalent experience.

Experience

- 3-5 years in computer/network administration

Knowledge/Skills/Abilities

- Proficient in server administration - managing large quantities of servers and related components in an enterprise environment including:
 - VMware vSphere or equivalent
 - VMware Horizon or equivalent
 - ESXi or equivalent
 - SAN/NAS storage or equivalent
- 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 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 Feds 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 Feds

Level of Responsibility: The position is responsible and accountable for the overall uptime and end-user experience for the Feds 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.