

WORKPLACE SAFETY AND PREVENTION SERVICES

JOB TITLE: System Administrator
POSITION OPENINGS: 1
LOCATION: **Currently fully remote** - Head Office roles can be performed from home or our well-appointed Mississauga office.

ROLE:

Reporting to the IT Infrastructure Manager, the System Administrator is a hands-on technician with proven experience deploying, maintaining, supporting, and troubleshooting Enterprise-grade servers and systems IT infrastructure in both an on-premises and hybrid environment. System Administrator will diagnose and resolve complex technical issues, proactively monitor, optimize, automate, and upgrade server infrastructure, build, and deploy new virtual and physical systems, and liaise with external vendors and partners to deliver secure, robust, and functional systems infrastructure.

KEY RESPONSIBILITIES

Note: Percentages refer to the approximate % of time spent on each area, over a given year

1. Maintenance and Support of Server and Network Operations (85%)

- Responsible for the administration, maintenance, configuration, monitoring, and troubleshooting of assigned servers, IT services, and systems infrastructure including but not limited to: cloud infrastructure, software, and platforms as a service (IaaS, SaaS, PaaS), traditional on-premises server hardware, virtual infrastructure and related software, storage and backup systems, Microsoft Windows-based operating systems, Microsoft Active Directory and related technologies, Microsoft Azure & Office 365 suite of products, Endpoint management, Infrastructure monitoring systems, SQL databases and clusters, Disaster recovery and data replication, IT Security products and practices, and virtual application and desktops.
- Perform regular server optimization and maintenance activities including patching, upgrading, configuration, and performance tuning for assigned systems.
- Perform routine system monitoring by analyzing event logs and responding to alert notifications
- Regularly verify the integrity and availability of systems hardware and verify completion of scheduled jobs such as backups or automated processes
- Analysis, troubleshooting, and resolution of systems infrastructure, hardware, software, and networking issues up to and including operating systems
- Provide tier-3 escalation technical support and troubleshooting including responding to and processing service request tickets within the IT Help Desk system
- In partnership with the IT peers and business stakeholders, participate in the requirements gathering, planning, and deployment of new systems and supporting infrastructure
- Participate in Disaster Recovery testing exercises and business continuity planning for business-critical systems
- Submit change requests including implementation, communication, testing, and backout plans following standard ITIL framework methodologies
- Create and maintain system documentation and knowledge base for assigned systems
- Identification of opportunities and proposal of solutions for continuous improvement
- Adhere to existing IT policies and procedures and participate in the creation or modification of new policies and procedures
- Participate in after-hours on-call rotation and ability to work non-standard hours for critical system upgrades and/or outages
- Manage & liaise with various service providers, vendors, and external consultants
- Communicates effectively both verbally and written with all stakeholders

- Ability to exceed internal and external customer expectations through timely, effective, and positive service delivery
 - Regular participation in both small and large IT projects, including acting as technical lead/subject matter expert for assigned systems
 - Builds strong working relationships with guests, employees, and vendors
 - Complies with licensing laws, health and safety, and other statutory regulations
 - Performs other duties as assigned or directed.
2. **Research and Development (15%)**
- Researches new products and systems that may be of benefit to the organization and remain up-to-date with technological advances.
 - Forecasts requirements for hardware and software or operational changes based on performance monitoring and capacity planning to make sure the systems have sufficient resources to perform well.
3. **Contributes to a healthy and safe work environment (at all times)**
- Adheres to WSPS policies, procedures, process fact sheets, guidelines, and business rules established in the WSPS Quality Management system which ensures the achievement of our quality goals
 - Contributes to promoting a healthy and safe culture, and links efforts to the WSPS quality management system approach (Plan, Do, Check, Act, Continuous Improvement Cycle)
 - Acts as a role model internally and externally by demonstrating knowledge of health and safety and wellness practices.

EDUCATION AND EXPERIENCE

- Post-secondary education in Information Technology, Computer Science, or a suitable combination of education and hands-on experience
- 5+ years of experience in a medium to large Organization as a System Administrator or similar role
- Proven experience and working knowledge of some or all the following technologies in a medium to large-sized enterprise environment:
 - Virtualization technologies such as VMWare ESXi
 - Microsoft Windows Server Operating Systems
 - Microsoft Teams
 - Microsoft Active Directory domain services including DNS, DHCP, Group Policy, etc.
- 3+ years of experience in cloud computing - Microsoft Azure
- Office 365
- Microsoft Azure Active Directory, and Identity Management (SSO, Multi-Factor Authentication)
- Disaster Recovery planning and related technologies such as Veeam
- Public Key Infrastructure (Certificate Services)
- InTune
- Endpoint Imaging tools
- Infrastructure Monitoring tools
- Powershell and Microsoft Azure Power Automate
- Preference to candidates with active industry-standard certifications in Microsoft Windows Server technologies (MCSE), Cloud technologies (Azure/AWS), ITIL
- Must be able to perform repetitive movements and lifting of boxes varying in weight up to 40 lbs; standing for extended periods of time and being able to reach, bend, twist and walk
- Reliability Level Security Clearance (must have or be willing to obtain)
- Provide an original criminal background check at your own expense prior to commencing work with WSPS. The criminal record check document must have been issued no more than 30 days prior to first day of employment.

Additional Requirements:

- WSPS offers flexible work arrangements. Head Office roles can be performed from home or our well-appointed Mississauga office. Candidates are required to reside in the province of Ontario, maintain a private and safe workspace and have a high-quality internet connection.

APPLICANT INFORMATION

Deadline for Application: April 5, 2023 by 11:59PM EST

Applications are to be forwarded to: careers@wsps.ca

Complete application will include: Cover letter & Resume referencing the job title in the subject line

WSPS is an Equal Opportunity Employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, WSPS will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform People & Culture staff of the nature of any accommodation(s) that you may require.

We thank all those that apply, however, only those selected for further consideration will be contacted.