



Algoma University is committed to undoing systemic and institutional discrimination and being publicly transparent and accountable. Diversity, equity, and inclusion are fundamental to our [Special Mission](#). In keeping with the Seven Grandfather teachings that are the core values that inform our decisions as an institution, we are committed to creating a welcoming, inclusive, respectful, and safe environment where everyone belongs. We live these values through the strength and richness that diversity brings to our workforce and welcome contributors from equity-deserving groups including: Indigenous Peoples, Black and racialized persons, women, Persons with Disabilities, 2 Spirit, Lesbian, Gay, Bisexual, Transgender, and Queer persons.

Job Title:	Systems & Network Administrator Staff Bargaining Unit
Position Status:	Permanent, Full-time (35 hours/week) OSSTF
Number of Positions	1
Department:	Information Technology Services (ITS)
Supervision Received:	Director, Innovation & Technology
Supervision Exercised:	Students Assistants
Location:	Greater Toronto Area (GTA), ON

PRIMARY FUNCTIONS:

A.	Network Administration	30%
B.	Asset Management	20%
C.	Project Management	20%
D.	Training, Research & Development	10%
E.	Administrative Support	10%
F.	Other Duties	10%
TOTAL		100%



The Systems & Network Administrator applies advanced technical knowledge and expertise, including a high-level understanding of computer technology, system design, planning, and deployment for a broad range of systems and applications. Primary responsibilities include supporting network, asset management, project management, training, and research as well as administrative support. The incumbent acts as the liaison between senior-level staff and service desk staff in a swarmed environment. This position exercises considerable independent judgment in completing tasks in accordance with departmental objectives.

RESPONSIBILITIES:

A. Network Administration (30%)

- Install and configure specialized networking equipment.
- Install specialized networking applications necessary to allow secure network connectivity.
- Configuration and continued administration of networking equipment.
- Management and administration of Algoma University TCP/IP addressing plan.
- Troubleshoot and resolve advanced network communication problems.
- Management and administration of network monitoring solutions.
- Perform troubleshooting as required and be the expert in service reliability and sustainability.
- Work with the Network and Security Administrator, the System Administrator, and the Systems Administrator - Media & Communications to identify, troubleshoot and resolve hardware, software, external and internal interface-related, data-related, business process-related, and network-related problems encountered by end-users.
- Configure and install workstations, software, and peripheral devices in response to the demands of a complex network and system design.
- Diagnose hardware and software problems, and replace defective components.
- In coordination with the Network and Security Administrator, the System Administrator and the Systems Administrator - Media & Communications, perform routine network, system, and interface start-up and shutdown procedures, and maintain control records.
- Understand and be prepared to provide Tier I, II, and III support for all systems in a swarming environment.
- Repair and recover from hardware or software failures.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required.
- Create Operating System Image files that can be used for large or small-scale deployments.
- Create application packages for deployment to workstations.



B. Asset Management (20%)

- Design and implement an inventory tracking system to optimize inventory control procedures.
- Examine the levels of supplies and materials to determine shortages.
- Document daily deliveries and shipments to update inventory.
- Prepare detailed reports on inventory operations, equipment levels, and adjustments.
- Evaluate new inventory to ensure it's ready for shipment.
- Perform daily analysis to predict potential inventory problems.
- Order new supplies to avoid inefficiencies or excessive surplus.
- Analyze different suppliers to obtain the best cost-effective deals.
- Maintain an inventory of parts for emergency repairs.
- Manages procurement of assets.

C. Project Management (20%)

- Aid in determining and defining project scope and objectives.
- Predict resources needed to reach objectives and manage resources in an effective and efficient manner.
- Identify the budget based on the scope of work and resource requirements.
- Track project costs in order to meet the budget.
- Develop and manage a detailed project schedule and work plan.
- Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress.
- Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables.
- Utilize industry best practices, techniques, and standards throughout the entire project execution.
- Monitor progress and make adjustments as needed.
- Measure project performance to identify areas for improvement.

D. Training, Research & Development (10%)

- Perform research and document solutions identifying root causes for computing issues.
- Develop training materials for Algoma University applications.
- Create a document library with associated training courses and materials.
- Perform necessary research, and advise/decide on the proper upgrades/patches/etc. for systems.
- Aid Systems Administrators in discovering, reviewing, and influencing new and evolving design, architecture, and standards.
- Work with vendors to resolve system issues; research and test possible solutions and implement solutions.
- Analyze bugs in system and application software; research and test possible solutions and implement solutions.



- Work with the IT Team to solve mission-critical and support application problems to meet end-user business needs.
- Interpret and/or discuss information with others, which involves terminology or concepts which may not be familiar to everyone; regularly provide advice and recommend actions involving rather complex issues. May resolve problems within established practices.
- Work with the Security Architect to help plan, coordinate, and implement network security measures in order to protect data, software, and hardware.
- Recommend changes to the Manager, Security & Infrastructure to improve systems and network configurations, and determine hardware or software requirements related to such changes.
- Perform periodic performance reporting to support capacity planning.
- Gather data pertaining to user needs, and use the information to identify, predict, interpret, and evaluate system and network requirements.

E. Administration (10%)

- Perform research and document solutions identifying root causes for computing issues.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, and key processes, reviewing system and application logs, and verifying the completion of scheduled jobs.
- Maintain and review equipment performance records in order to determine the need for repair or replacement.
- Provide temporary backup support and relief for the Service Desk in case of emergencies.
- Work with specialized vertical market higher education applications to provide administrative support for day-to-day requests from users.
- Process work orders issued from the service desk system.
- Provide reports, track inventory, evaluate new technologies, negotiate contracts with vendors, and develop contingency plans in case of network failure.

F. Other Duties (10%)

- Liaise, and maintain positive relationships with, internal teams and external partners.
- Represent the IT department on appropriate internal and external committees.
- Research trends in technology in order to build the campus of the future, as well as incorporate best practices and standards.
- Assist in developing and implementing departmental policies, procedures, and operational plans.
- Work with the Service Desk team in supporting areas of responsibility and tracking resolutions.
- Work with the Infrastructure team to design backup and disaster recovery strategies on respective systems.
- Provide basic support on common user problems with the network, printing, email, and audio-visual equipment when needed.
- Design and offer end-user training sessions and workshops.



- Other duties, as assigned.

WORKING CONDITIONS:

Physical Effort*Moderate*

Work activities require moderate periods of physical effort, requiring a variety of muscle movements with frequent requirements for speed and coordination.

Physical Environment*Moderate*

Moderate exposure to unpleasant/disagreeable conditions.

Sensory Attention*Considerable*

Work requires a frequent need to concentrate on various sensory inputs for a lengthy duration requiring diligence and attention (repairing equipment).

Mental Stress*Considerable*

Work activities are performed in an environment with frequent exposure to mental pressure conditions where mental stress may be noticeable.

MINIMUM QUALIFICATIONS

- Undergraduate degree in Information Technology or Computer Science, and a minimum of three (3) years of working experience in the field of Information Technology, or an equivalent combination of education and experience, is required
- Designation/Certification in CompTIA Network+ and ITIL Foundations is required; Cisco or other network certifications are considered an asset.
- Experience working in a post-secondary education setting is considered an asset.
- Experience with surveillance and access control systems is considered an asset.
- In-depth knowledge of a broad range of information technologies including, but not limited to, software applications, computer networks, operating systems, database systems, and the configuration/maintenance of computer systems.
- Ability to adapt to new technologies and use them to improve current infrastructure.
- Excellent organizational, analytical, and problem-solving skills.
- Ability to work in a dynamic self-empowered environment and participate concurrently on multiple projects.



- Skilled at developing accurate time estimates, project budgets, and documentation.
- Excellent communication skills, and the ability to read and interpret specialized technical documentation, and compose business proposals related to systems analysis and project management.
- Ability to work both independently and in a team environment.
- Understanding of, and ability to uphold, strict confidentiality.
- Excellent administrative and organizational skills with the demonstrated ability to take initiative and prioritize work in a high-volume office.
- Ability to balance competing priorities and work under pressure in a dynamic environment.
- The ability to work effectively with people of diverse backgrounds, styles, and abilities.
- Innovative problem-solver.
- Excellent use of technology for collaboration.

Salary Scale: \$67,568 to \$84,460

**Please submit a resume and cover letter (combined PDF) to
talent.acquisition@algonau.ca
no later than 4:00 p.m. on March 19, 2024.**

Algoma University is strongly committed to fostering diversity and inclusivity within our community and is an equal-opportunity employer. The university invites and encourages applications from all qualified individuals who would contribute to the further diversification of our institution, including equity-deserving groups that are traditionally underrepresented in employment (Indigenous peoples, racialized persons, women, persons with disabilities, and 2SLGBTQQIPA+ persons).

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, upon request, accommodation will be provided by Algoma University throughout the recruitment, selection, and/or assessment process for applicants with disabilities.