



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: Network & Security Administrator
Staff Bargaining Unit

Position Status: Permanent, Full-Time (35 hrs/week)
OSSTF

Department: Innovation & Technology (ITS)

Supervision Received: Manager, IT Networks & Security

Supervision Exercised: N/A

Location: Sault Ste. Marie or GTA, ON

of Positions: 1

PRIMARY FUNCTIONS:

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

The Network & Security Administrator applies advanced technical knowledge and expertise, including a high-level understanding of computer security, system design, planning, and



deployment for a broad range of systems and applications. Primary responsibilities include supporting security, 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. Security Administration (30%)

- Install and configure specialized security equipment.
- Install specialized security applications necessary to allow secure network connectivity.
- Configuration and continued administration of security equipment.
- Management and administration of Algoma University security risk management plan.
- Troubleshoot and resolve security communication problems.
- Management and administration of security monitoring solutions.
- Perform troubleshooting to ensure service reliability and sustainability.
- Work with other team members to identify, troubleshoot, and resolve hardware, software, external and internal interface-related, data-related, business process, and security-related problems encountered by end-users.
- Configure and install workstations, software, and peripheral devices in response to the demands of a security and system design.
- In coordination with other team members, perform routine security, system, 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.
- Report on security incidents and recommend improvements.

B. Asset Management (20%)

- Maintain security systems to optimize response procedures.
- Examine the levels of supplies and materials to determine shortages in security assets.
- Document daily deliveries and shipments to update security inventory.
- Prepare detailed reports on security inventory operations, equipment levels, and adjustments.
- Evaluate new inventory to ensure it's ready for implementation.
- 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.



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- Maintain an inventory of parts for emergency repairs/replacements.
 - Manage procurement of security 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 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 security issues.
- Develop training materials for Algoma University security 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 the Network & Security Architect 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 security systems 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 Network & Security Architect to help plan, coordinate, and implement security measures in order to protect data, software, and hardware.
- Recommend changes to the Network & Security Architect and the Infrastructure Architect to improve systems and security configurations, and



- determine hardware or software requirements related to such changes.
- Perform periodic performance reporting to support security planning.
- Gather data pertaining to user needs, and use the information to identify, predict, interpret, and evaluate system and security requirements.

E. Administration (10%)

- Perform research and document solutions identifying root causes for security 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 completion of scheduled jobs associated with security systems.
- 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.
- Processing 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 security failure.

F. Other Duties (10%)

- Liaise and maintain positive relationships with internal teams and external partners.
- Represent the ITS 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 the development and implementation of 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 Security, printing, email, and audio-visual equipment when needed.
- Design and offer end-user training sessions and workshops.

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 a variety of 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 experience in the field of Information Technology, or an equivalent combination of education and experience, is required.
- Designation/Certificate in CompTIA Security+ and ITIL Foundations are required.
- Cisco or other Security 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 securities, 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.
- Exceptional interpersonal skills with a proven ability to build and maintain positive relationships.
- Excellent communication skills particularly the ability to make formal presentations, 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, 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.
- Ability to work effectively with people of diverse backgrounds, styles, and abilities.
- Innovative problem-solver.
- Excellent use of technology for collaboration.

Salary Scale: \$76,691 to \$95,863 annually

**Please submit a resume and cover letter (combined PDF) to
talent.acquisition@algonau.ca no later than 4:00 p.m. on March 27, 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 to applicants with disabilities.