

System Administrator
(Data Centre, 2nd Level Technical Support, Web Applications)
Non-Union, Level 10 – \$53,043. to \$66,303.
Technical Services Department

Please note: there are 2 temporary positions effective to approximately the end of September 2010.

Criteria For an Interview

- Minimum Three (3) year College Diploma in Information Technology i.e., Computer Science, Computer Engineering or equivalent qualifications and experience
- Microsoft Certified Systems Engineer (MCSE) certification would be an asset or equivalent hands-on experience
- Minimum Two (2) years work related experience with increased responsibilities performing technical support, user security administration and system administration of web, application, e-mail, file and print servers and SAN storage devices for a large scale, complex, multi-location enterprise environment
- Extensive experience and expert knowledge and skills with Windows operating systems (Windows 2000/XP/Vista and Windows Server 2003/2008), Domain Controllers, Active Directory, LDAP, digital certificates, Microsoft system software (SCCM 2007, SQL Server 2000/2005, Exchange 2003/2007, MOM 2005, ISA 2004), scripting, Microsoft Clustering, server virtualization and thin-client technologies, Storage Area Networks (SAN), Microsoft Office applications and IT security concepts and server hardening best practices.
- Proven networking knowledge and skills with TCP/IP (subnets, VLANs, ports, routing), DNS, WINS, DHCP, Firewalls, VPN, IPSEC, SSL, Cisco switches and structured network cabling standards
- Basic experience with developing, implementing, deploying and supporting web-based applications and services on a Windows Server operating system with Microsoft IIS and MOSS 2007 and using a variety of development languages and tools including XML, .NET, ActiveX, SharePoint Designer and Dreamweaver
- Basic experience, knowledge and skills with Apple Mac OS X client, server and Open Directory
- Excellent interpersonal skills with demonstrated ability to work with technical, administrative and academic teams as well as external vendors and consultants
- Well developed project management, organizational, follow-up, teamwork, oral and written communication skills with strong attention to detail and independent decision making and problem solving abilities

Major Duties and Responsibilities

Reporting to the Technical Analyst, this position is responsible for the timely and consistent system administration and implementation of enterprise servers hosting web applications and services, e-mail, voice call processing, file and print and other current and future applications and services. Duties and responsibilities will include but not be limited to the following:

- Performing system administration tasks including monitoring, maintenance, performance optimization, troubleshooting and production support for Windows based servers.
- Defining and performing implementation plans for setup, configuring and installing operating systems, system software and firmware, web applications and related release upgrades, service packs, hotfixes, security patches, migrations and software maintenance updates
- Performing problem determination, investigation, analysis, documentation (HEAT trouble tracking system) and developing action plans for resolution of escalated complex technical problems
- Collaborating with web application developers and determining and defining hardware, software and system architecture requirements, designing technology solutions and preparing implementation and test plans
- With limited direction developing, implementing, updating and maintaining Active Directory group and security policies, logon scripts and system configuration standards
- Writing documentation on server hardware and software technical standards and system administration guidelines that includes processes, procedures and schedules for server hardware and software setup, configuration, installation, release upgrades and maintenance updates
- Reviewing and analyzing documented technical problems for the purpose of recommending a technical solution, updating processes and procedures or revising standards to reduce or eliminate problem reoccurrence
- Assist with researching and evaluating new technology and auditing and reviewing current computing environment
- Writing end-user documentation to inform and train end-users on the various features, functions, applications and services hosted on the enterprise Windows based servers
- Providing training, supervision and evaluation of other support staff.
- Performing other duties as required

This position will require the incumbent to be available for “on call” work and must be flexible to work after hours including evenings and weekends. A valid Ontario driver’s license and access to a vehicle is required for travel to Board and non-Board sites.

Completed résumé, together with supporting educational documents and references, referring to **System Administrator (Data Centre, 2nd Level Technical Support, Web Applications)** are to be received from interested candidates no later than **Friday, May 28, 2010** and should be submitted by e-mail or hardcopy to:

Bessie Gruppuso, Senior Manager of Recruitment
Human Resources
80 Sheppard Avenue East, Toronto, Ontario M2N 6E8
E-mail: bessie.gruppuso@tcdsb.org

Only those applicants granted interviews will be contacted.