



POSTING

IT System Administrator
Full-time Permanent Opportunity

Why Choose Loyalist for Your Next Great Career Opportunity? Our team is passionate about providing excellent customer service to the residents we serve. We encourage learning and development and believe in a respectful, team-based workplace that is effective and welcoming. Plus, we like to have fun while accomplishing great things for our residents!

Loyalist Township is committed to reaching our full collective potential as an employer of choice. We offer excellent pay and benefits, including a defined benefit pension plan (OMERS) and free counselling services for staff and their families. Service to our community and each other is what we do.

Loyalist is a growing community of over 17,000 residents situated on the north shore of Lake Ontario between Greater Napanee and the City of Kingston. The Township is a blend of rural and urban areas with several smaller hamlets throughout, including an island community accessible by ferry. It is an outdoor-lovers dream, with a Great Lake on the doorstep and beautiful Canadian shield lakes and provincial parks minutes away to the north. Next door is the historic City of Kingston, which boasts a lively downtown core right on Lake Ontario, full of excellent restaurants and nightlife offerings. We are also connected to large urban centres by the 401, with the GTA two hours to the west and Ottawa two hours to the east.

What do You offer Loyalist as a IT System Administrator? You have a passion for continuous learning and love to test out new technology. You provide excellent customer service with an emphasis on trouble shooting. You have experience with organizational planning and project coordination. You think outside of the box for solutions and create efficiencies when doing so!

Loyalist Township invites applications for this permanent full-time position, which is covered by the CUPE Local 2150 Collective Agreement. A detailed job description is below.

File No: 2022-51 IT System Administrator
Hours: 35 per week
Hourly Rate: \$33.44 per hour
Closing: June 19, 2022, 11:59 p.m.

A detailed job description is below. Please submit your cover letter and resume using the online form by selecting the apply now button:

[APPLY NOW!](#)



JOB DESCRIPTION

POSITION TITLE: INFORMATION TECHNOLOGY SYSTEM ADMINISTRATOR

DEPARTMENT: CORPORATE SERVICES, INFORMATION TECHNOLOGY DIVISION

REPORTS TO: MANAGER OF INFORMATION TECHNOLOGY

CATEGORY: PERMANENT FULL-TIME

UPDATED: JUNE 2022

POSITION SUMMARY:

This role is an integral part of service delivery to the residents of Loyalist Township and contributes to the achievement of our Strategic Plan by ensuring continuity, reliability, and security of Loyalist Township's PC based information technology network focused on Windows operating systems and Microsoft 365 Office Suite. This position contributes to tactical planning of the IT infrastructure. The incumbent is responsible for the provision of excellent customer service to staff and is the primary desktop technical support of PC based hardware, software, and network operations.

MINIMUM QUALIFICATIONS – EDUCATION & EXPERIENCE:

- College Diploma in Information Technology, Computer Science, Computer Systems, or related discipline. Degree in Computer Science or related field is an asset. An equivalent combination of education and experience will be considered.
- Possess at least one of more of COMPTIA A+, Network+, Security+, or other industry recognized certification.
- Recent experience of three or more years in a multi-server environment performing a similar role.
- Specific experience in Windows Server Administration including Active Directory, DNS, DHCP, File Services, Storage Services, Internet Information Services, Public Key Infrastructure, PowerShell.
- Experience with Windows Platform, Apple iOS, and Microsoft 365 Office applications.
- Experiences administering relational databases (SQL, Postgres, MySQL) is an asset.
- Must possess and maintain a class "G" Ontario driver's license and have access to a reliable personal vehicle.

KNOWLEDGE, SKILLS & ABILITIES:

- Good working knowledge in virtualization technologies (Hyper-V, VMware).

- Skills in the following technologies/areas are also desirable: Backup; Enterprise Antivirus; Storage Area Networks/Network Attached Storage (SAN/NAS) experience; Firewalls; Windows Script host (WSH); Internet Information Services (IIS)/Apache; Router Operating System (OS).
- Demonstrated advanced desktop troubleshooting skills with the ability to conduct quality analysis and understand system integration to determine whether an issue resides on the server, network, or workstation.
- Strong written communication skills, with the ability to be concise and accurate while documenting processes and activities.
- Excellent interpersonal skills that foster positive working relationships with the ability to de-escalate frustration when needed and support individuals with a wide variety of technical skills.
- Demonstrated flexibility and organizational skills to meet established deadlines in a dynamic work environment with shifting priorities, multiple demands, and some urgency.
- Demonstrated ability to independently manage projects as assigned with minimal supervision.
- Highly self-motivated with an ability to stay current with emerging technology and its application in the workplace.

KEY RESPONSIBILITIES:

Network Support

- Support the ongoing administration and maintenance of the organizations server infrastructure including Virtual Private Network (VPN), Active Directory, Multifactor Authentication (MFA), and Group Policy (GPO).
- Maintain and make changes to firewalls, switches, and routers.
- Support the management of corporate mobile devices with mobile device management platform (MDM).
- Support multiple SQL databases for backup and recovery.
- Create, edit, and update documentation.
- Conduct monthly site audits.

Project Management

- Contribute to project planning.
- Complete project plans as assigned.
- During project execution, solve problems within scope of abilities and authority.
- Monitor project milestones for timely completion and quality.
- Complete contemporaneous and thorough project documentation accurately.
- Contribute to project closing, including evaluation of process and results.

Hardware Support

- Monitor and maintain multiple servers in a single domain environment.
- Catalog and track workstation/laptop and maintain asset management system.
- Configure, install, and maintain network printers, workstations, security cameras and other network related hardware.

Software Support

- Configure and deploy Windows 10, Microsoft Office 365, and various other applications.
- Install, learn, and use of a variety of software applications.
- Document existing and new process.
- Plan, develop and provide end-user training.

End User Support

- Promote end user knowledge and skill development while providing support for users.
- Plan, design and provide end user training when required, and work with IT Manager to engage external vendor(s) for end user training.

Note: Above duties are representative of a typical position and are not to be construed as all-inclusive.

WORKING RELATIONSHIPS:

Internal

Daily communication with staff, students, Council, and any other team members requiring IT support.

External

Occasional liaisons with outside vendors and training organizations.

WORKING CONDITIONS:

- Normal office environment working conditions apply.
- Occasional exposure to hazards typically found in server rooms and other IT back-end areas.
- Regular lifting, up to 50 lbs.
- Required to wear appropriate safety clothing and footwear and other PPE as required.
- May be seated for long periods (3-4 hours).
- Work hours are equal to a 35-hour week., some flexibility is required to accommodate evening/weekend IT response requirements as well as off-hours IT projects.
- Be available for on-call duty, as assigned.

Note: The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended, nor should it be interpreted as a complete description. Loyalist Township reserves the right to amend this position description at any time.