Job Description - System Administrator

**Job title**  
*System Administrator*

**Reports to**  
*Manager, Information Technology and Services*

**Job Purpose**

This role is responsible for planning, developing, installation, configuration and maintenance of corporate hardware, software and any related infrastructure. This includes the creation of all plans for ensuring functionality, data consistency, security and usability of systems aligned with the organization’s priorities and enabling Company employees to do their work effectively. The System Administrator is responsible for diagnosing and resolving performance issues to ensure optimal performance and reliability. He or she will also be accountable for planning updates and maintenance of hardware and software resources to mitigate limitations and combat obsolescence.

**Job Knowledge**

- Strong skill in supporting applications and systems including hardware and software
- Strong ability to research and recommend improvements to the organization’s hardware, software and infrastructure.
- Strong knowledge of the following Infrastructure components: Telephony (Cisco HCS), Servers (Cisco UCS), Storage (NetApp), Network (Cisco), Security and Client.
- Strong knowledge in the administration and use of the following: Windows Server, Active Directory, IIS, Redhat Linux, Windows 7, VMware, Exchange 2010.
- Strong knowledge with monitoring tools and client management tools.
- Strong Knowledge and understanding of patching methodologies and the ability to create new methodologies as required.
- Strong knowledge of mobile devices and device administration.
- Strong skill in creating and maintaining technical documentation.

**Interpersonal Skills**

- Effective working relationships with all functional units of the organization
- Working ability to effectively recognize and manage interpersonal communication needs
- Ability to work as part of a cross-cultural team including flexibility to support multiple locations when necessary.
- Excellent interpersonal skills in areas such as teamwork, facilitation, and negotiation.
- Able to work independently or as part of a team.

**Communication Skills**

- Strong communication skills at an individual level.
Time & Deadlines

- Works under pressure and is able to manage competing priorities.
- Meets or exceeds expectations on process turnaround for assigned tasks and follow ups, and issue resolution to closure.

Accountability

- Research, recommend, install, configure, upgrade and administer hardware (Server, Storage, Telephony, Client, Network) and peripherals to achieve operational requirements and project specifications.
- Perform daily backup operations.
- Manage user accounts, creating, updating and removing access as necessary.
- Constantly monitor and assess systems to make sure that processes are operating as designed.
- Troubleshoot errors and fix system issues via periodic testing, help desk tickets, and other methods.
- Act as a technical resource during other projects as required.
- Ensure data integrity across the enterprise.
- Creation, maintenance of software and hardware inventories.
- Responsible for the creation of platform related documentation.
- back-up and mentor the support analyst role

Customer Service

- Service and maintain infrastructure equipment within department and for other departments.

Learning Orientation

- Identify and evaluate industry trends in infrastructure to serve as a source of information and advice.
- Research and develop process improvements in dedication to continuous improvement.
- Identifies and pursues personal training opportunities related to enhancing job related skill sets

Problem Solving & Judgement

- Applies the identified job knowledge requirements for the role to make disciplined decisions in a timely fashion.

Additional Qualifications

- Post secondary education in Computer Science or equivalent is required.
- CIP designation or insurance industry experience is considered an asset.
- Network related designations/certifications
- Effective communication skills; verbal, non-verbal and written; and ability to communication on all levels of the organization.
- Diligent attention to detail is essential due to the nature work.
- Ability to perform moderate mathematical calculations is required.
- Sound ethics and confidentiality with good customer service skills.
- Thorough analysis, judgment and problem solving skills
- Ability to multi task and prioritize is a must
**Work Environment**

With the open concept of our work environment, the incumbent must be able to handle noise distractions, privacy concerns, interruptions, minimal storage space while working. Every effort has been made to make the environment as safe and comfortable as possible. Overtime may be required at times and travel for related meetings, support or training opportunities.

**Mental Requirements**

Functions of mental effort include: data entry, data analysis and research. As the nature of this position is project and client based, continual distractions will come from employee questions, issues or concerns, whether over the telephone or in person; manager inquiries or tasks; organizational change and outside sources.

**Physical requirements**

The incumbent must also be physically able to spend a majority of their day in a seated position and using computers. Fine motor skills will be stressed using computer equipment daily and paperwork processing.

**Direct reports**

This position has no direct reports.

**Next Logical Progression Steps**

At this time there is no internal progression, but we will continue to present development opportunities and as the team expands new position will be available.