Analyst III (Systems Management)

The University of Guelph is committed to equity in its policies, practices, and programs, supports diversity in its teaching, learning and work environments, and ensures that applications for members of underrepresented groups are seriously considered under its employment equity policy. All qualified individuals who would contribute to the further diversification of our University community are encouraged to apply.

Professional and Managerial Group

Analyst III (Systems Management)

Computing and Communications Services (CCS)

Temporary full-time from April 2016 to April 2017

Hiring #: 2016-0077

Please read the Application Instructions [1] before applying

Computing and Communications Services (CCS) is the central IT department at the University of Guelph, providing core IT services and technology solutions to the U of G community. CCS has a progressive organizational culture, including a strong learning and development focus, and is committed to its Core Values: Service Culture, Integrity, Individual Leadership, Teamwork, Agility, and Communication.

Reporting to the Manager, Systems Management, the Analyst III will be an integral part of a team of professional responsible for defining, developing, managing, and enhancing the server infrastructure provided to the University of Guelph. The successful candidate will be tasked with:

- Effective service operation of physical and virtual servers running on various operating systems and platforms
- Administration, maintenance, and support of the University’s physical and virtual server infrastructure
- Defining service metrics and providing accurate capacity planning through the analysis of performance data
- Utilization of specialized software tools to operate and monitor related services
- Enhancing client service through the evaluation, piloting, and implementation of new service components
- Defining and running projects utilizing a project management framework
- Issue and problem management and root cause analysis
- Participation in maintenance outside of regular business hours

The Analyst III, Systems Management is also responsible for problem analysis, proactive server monitoring, and the analysis and resolution of issues related to failure and/or performance through collaboration with other immediate team members, other CCS teams, and vendor customer support.

Requirements of the position include:

- Bachelor’s degree in Computer Science/Information Technology and a minimum of 3 to 6 years of related work experience in system administration or an equivalent combination of education and experience
- Extensive experience with the installation and maintenance of Windows Server, and RedHat Enterprise Linux
- Experience with the installation and maintenance of VMWare vSphere, VMWare Horizon, NetApp enterprise storage management and CommVault Simpana
- Good understanding and experience with server hardware and other IT components like Dell and HP blade chassis, RAID, DRAC/iLO, SAN/NAS, networking, firewalls, and load balancing technologies
- Experience with a variety of system administration tools such as RedHat Satelite, vCommander, McAfee Move, Xangati, Nagios, MRTG, IPAM, Subversion, Founstone
- A strong foundation in implementing operating system level security
- Demonstrated ability to compile open source utilities, and working knowledge of standard server applications such as MySQL, Apache, and PHP would be an asset
- Basic shell scripting skills for system administration and monitoring such as bash and perl
- Strong aptitude to successfully participate on projects (small, medium, large) including developing project goals, objectives, and deliverables, determining resource requirements, reviewing progress, and providing status updates to management
- Strong interpersonal and communication skills (oral and written) with ability to work effectively with both business clients and technical team members
- Analytical ability and thorough understanding of large-scale information technology systems and applications
- Working knowledge and experience with the following is preferred: Nagios or other similar monitoring tools; storage and backup tools including Comm Vault; installing, configuring, and maintaining Solaris and/or HPUX

Salary Band: C04**

Professional/Managerial Salary Bands [2]

* Tentative evaluation.

**The salary range for this position is 15% higher than the salary range indicated on the Professional/Managerial Salary Grid. This compensation practice is currently under review, and may result in changes to the compensation received.

Posting Date: 2016 02 17
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Source URL (modified on 03/09/2016 - 15:31): https://www.uoguelph.ca/hr/careers-guelph-current-opportunities/analyst-iii-systems-management-0

Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply