Computing and Communications Services (CCS) is the central IT department on campus, providing IT infrastructure and central technology services to the U of G community. CCS is committed to its Core Values: Service Culture, Integrity, Individual Leadership, Teamwork, Agility, and Communication.

Reporting to the Manager, Information Security the incumbent will work as part of a team to support the identity and access management services at the University of Guelph. The preferred candidate will provide technical support and guidance to a wide range of campus community representatives including CCS, faculty, staff, students, and distributed IT staff on campus. The preferred candidate will rely on their judgment, informed by and based on established University and departmental guidelines and processes, to determine a solution or the need for escalation when responding to requests or incidents.

The preferred candidate will have the responsibility for the following:

- Providing technical support for identity management services including access management, directory services, account lifecycle management, information sharing, and integrations across campus
- Participating in a wide variety of projects related to our identity management tools, technology, and processes
- Enhancing, streamlining, and improving technology and processes in order for the team to be more effective and efficient
- Developing tools, writing scripts, and automating processes to assist with routine identity related tasks
- Working collaboratively within CCS to support development and integration initiatives with our identity systems
- Investigating, tracking, and resolving identity related issues
- Working closely with our clients across campus to provide excellent customer service and operational support
- Participating in the change management and system administration processes required to keep supported systems and applications patched and secure
- Staying current on identity and access management trends and advancements in the industry and in higher education

Requirements of the position include:

- Bachelor’s degree in Computer Science/Information technology and up to three years of related work experience, or an equivalent combination of education and experience
- Experience supporting directory services such as LDAP, Active Directory, and Azure Active
Experience with access management and identity federation solutions such as Oracle Access Manager and Shibboleth
Familiarity with protocols such as SAML, OpenID Connect, and OAuth2 is an asset
Knowledge of multiple operating systems and applicable system administration skills (Windows, Linux, etc.)
Scripting/programming skills in at least one programming or scripting language such as Java and PowerShell (preferred), C, C#, Bash, Perl, Python, or PHP
Strong analytical, interpersonal, and communication skills
Ability to balance the competing demands of multiple projects and operational requirements

Position Number 068-030
Classification C03**

Professional/Managerial Salary Bands [2]

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

*Tentative evaluation; subject to committee review.

**The salary range for this position is 15% higher than the salary range indicated on the Professional/Managerial Salary Grid

Posting Date: 2017 09 11
Closing Date: 2017 10 02

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/analyst-ii-identity-and-access-management

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