Analyst III, Access Management

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Professional and Managerial Group

Analyst III, Access Management

Computing and Communications Services (CCS)

Temporary full-time from October 2018 to September 2020

Hiring #: 2018-0390

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 University 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.

The CCS Information Security team provides security operations, identity, and access management services to the entire University of Guelph community. Access management is a critical component of our infrastructure and provides authentication and authorization services to many of the critical applications used on campus, including the University website, email, learning management, and several enterprise applications.

Reporting to the Manager, Information Security, the successful candidate will support and advance access management services at the University of Guelph. Maintaining service levels, integrating new services, and evolving the infrastructure are core components of this role. The role also includes providing technical support and guidance to a wide range of campus community representatives including CCS, faculty, staff, students, and distributed IT staff on campus.

Responsibilities of this position include:

- Providing technical support for access management services
- Working closely with our clients across campus to provide excellent customer service
- Investigating, tracking, and resolving access management related issues
- Following proper change management processes to keep systems and applications patched and secure
- Working collaboratively with other CCS teams and other organizational units on campus to support development and integration initiatives
- Developing tools, writing scripts, and automating processes to assist with routine tasks
- Participating in a variety of projects related to our access management tools, technology, and processes
- Providing input on technical direction and new technology adoption within CCS and the Identity and Access Management team
- Enhancing, streamlining, and improving technology and processes in order for the team to be more effective and efficient

Requirements of the position include:

- Bachelor’s degree in Computer Science/Information technology and several years of related work experience, or an equivalent combination of related education and experience.
- Experience with supporting web servers and web application servers, preferably WebLogic, Tomcat, Apache, and IIS, including configuration, troubleshooting, and on-going performance monitoring
Experience with web access management and identity federation solutions, such as Oracle Access Manager and Shibboleth
Experience with Linux and Windows operating systems and applicable system administration skills
Experience in web application design, ability to integrate with a wide range of web application platforms, such as Java, .Net, and PHP
Application development experience in Java or a related platform
Scripting skills in Bash and PowerShell
Strong analytical, interpersonal, technical writing, and communication skills with ability to work effectively with non-technical business clients, technical team members, and third-party support
Understanding of IT security best practices
Ability to balance the competing demands of multiple projects and operational requirements
Ability to work individually and as an integral member of a high performance team

The following skills and experiences will set a candidate apart:

- Previous experience with Oracle identity and access management systems, supporting components, and business processes
- Previous experience supporting directory services, such as LDAP and Active Directory
- Familiarity with protocols such as SAML and REST an asset
- Relevant technical certifications, including those with identity and access management solutions
- Previous experience in a higher education institution with demonstrated leadership and highly developed skills of collaboration, communication and time management

Classification               P04*
Professional/Managerial Salary Bands [2]

*Tentative evaluation

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.

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