Analyst III, Distributed Services

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Professional and Managerial Group

Analyst III, Distributed Services

Computing and Communications Services (CCS)
Centre for Biodiversity Genomics

Temporary full-time from September 2018 to August 2020

Hiring #: 2018-0442

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.

In partnership between the Centre for Biodiversity Genomics (CBG – biodiversitygenomics.net) and Computing and Communication Services (CCS), this position will be reporting to the CCS Manager, Systems Management, and the CBG Associate Director, Informatics, and will be a member within a team of professionals providing IT infrastructure and central technology services to the U of G community and specifically to CBG. The candidate will be responsible for investigating, developing and supporting specific IT infrastructure and systems implemented for CBG in support of campus Research projects, utilizing the infrastructure as a service (IaaS) OpenStack compute capabilities delivered through Compute Canada. They will also integrate this environment with the enterprise compute environment at the University of Guelph, following the necessary campus security and technology protocols and processes.

This client interfacing position encompasses a wide range of skills, including solid technical analysis, strong problem analysis including the development of a strong understanding of the IT services and infrastructure provided by CCS, along with a deep understanding of the higher education research environment and the Compute Canada and digital infrastructure landscape beyond the University.

Specific responsibilities include:

- Develop a project plan and timelines, including resource allocations, costs and critical milestones for the project over the next two years including the deployment of the database, web, and middleware instances to the Compute Canada environment based on existing system images in CBG Xen hypervisor environment.
- Assemble documentation outlining the architecture of the hardware assigned to CBG as well as the virtualized environment on premises at UoG, through dialogue with the Compute Canada Staff along with related standard operating procedures (SOPs) and related policies and processes that ensure the ongoing viability of the infrastructure environment as required for various research activities.
- Develop monitoring process and metrics that form QOS baselines through synthesis of benchmark data and application of test loads to the newly implemented systems and develop ongoing operational processes along with accompanying documentation.
- Administration, maintenance, and support of University physical and virtual server infrastructure including the definition of service metrics and providing accurate capacity planning through the interpretation of performance data and utilization of specialized software tools to operate and monitor related services.
- Enhancing client service through the evaluation, piloting, and implementation of new service components.
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- Problem analysis, proactive system monitoring, and the analysis and resolution of issues related to failure and/or performance through collaboration with other Systems Management team members, other CCS teams, the team in the CBG, Compute Canada and other vendor customer support teams.
- Implementing server security best practices to ensure applications, middleware and operating systems are kept up-to-date and patched, review, evaluate and mitigate known vulnerabilities within the CGB infrastructure.

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 management of some or all of the following: Xen, OpenStack, KVM, VMWare VSphere, Windows Server, and Linux.
- Experience working with APIs for infrastructure management
- Scripting skills for system administration and monitoring
- Demonstrated ability to deploy open source utilities, and working knowledge of server applications such as Apache, PHP, Postgresql, Redis, MongoDB, Couchbase, Python, would be an asset
- Good understanding and experience with server hardware and other IT related components like RAID, SAN/NAS, networking, firewalling, and load balancing technologies
- Strong evidence of project management capabilities, including developing project goals, objectives, and deliverables, determining resource requirements, reviewing progress, and providing status updates to management
- Analytical ability and thorough understanding of large-scale information technology systems and applications
- Commitment to on-going professional development; proven ability to multi-task and manage time; good organizational skills; and good verbal and written communication skills
- Experience with IaaS and/or PaaS vendors and implementations would be an asset
- Experience in a higher education/research environment and/or experience with Compute Canada digital infrastructure would be an asset

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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