Senior Analyst, Systems Management

Forbes includes U of G Among Canada’s Best Employers

Professional and Managerial Group

Senior Analyst, Systems Management

Computing and Communications Services (CCS)

Hiring #: 2018-0578

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 Senior Analyst 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 with a focus on support of the University’s enterprise applications (includes Student, HR and Finance systems). 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
- Leading the definition of 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 leading projects utilizing the CCS Project Management Framework
- Issue and problem management and root cause analysis
- Leading infrastructure maintenance outside of regular business hours
- 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
- Mentoring other members of the Systems Management team
- Managing integrations of the University’s enterprise systems (includes Student, HR and Finance systems) with other on-premise systems as well as external integration partners
- Leading partnership meetings with the application development and database teams in CCS Enterprise Applications to plan, design and execute on upgrades and changes, as well as support regular operations, and take part in client meetings with the University departments about their enterprise applications
- Liase with the enterprise vendors and professional services to plan and oversee changes on the enterprise systems that external resources are required for, maintaining those relationships and related contracts

The Senior Analyst, 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’ degree in Computer Science/Information Technology or a related field and several years related work experience in system administration and enterprise application support, in higher education is
preferred, or an equivalent combination of education and experience

- Extensive experience with enterprise applications including Colleague Student, Oracle e-business suite, Oracle APEX and Oracle databases, designing the architecture and leading the implementations and upgrades of these systems
- 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, firewalling, and load balancing technologies
- Experience with a variety of system administration tools such as RedHat Satelite, vCommander, McAfee Move, Xangati, Nagios, MRTG, IPAM,Subversion, Foundstone
- A strong foundation of experience in implementing operating system level security
- Basic shell scripting skills for system administration and monitoring such as bash and perl
- 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

Position Number          572-007
Classification                P05*
Professional/Managerial Salary Bands [2]

*Tentative evaluation; subject to committee review.

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.

Posting Date: 2018 11 26
Closing Date: 2018 12 03

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/senior-analyst-systems-management

Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply
[2] https://www.uoguelph.ca/hr/sites/uoguelph.ca.hr/files/public/P%26M%20Grid-Oct%2026%2C%202017%20-%20April%2030%2C%202020.pdf