Analyst III, Systems Management

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Professional and Managerial Group

Analyst III, Systems Management

Computing and Communications Services (CCS)

Hiring #: 2019-0035

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’ degree in Computer Science/Information Technology and a minimum of three (3) years related work experience in system administration or an equivalent combination of education and experience
- Extensive experience with the installation and maintenance of Windows Server, RedHat Enterprise Linux, HP-UX, VMWare, AWS and Azure
- 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
- Must have experience with a variety of system administration tools such as RedHat Satellite, vCommander, McAfee Move, Xangati, Nagios, MRTG, IPAM, Subversion, Founstone, Password Manager Pro
- A strong foundation of experience in implementing operating system level security Demonstrated ability to compile open source utilities
- 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

Position Number          572-002
Classification                P04*

*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: 2019 01 14
Closing Date: 2019 01 21

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