Analyst III, Systems Management

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Professional and Managerial Group

Analyst III, Systems Management

Computing and Communications Services (CCS)

Hiring #: 2019-0036

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 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, and RedHat Enterprise Linux
- Extensive experience with the installation and maintenance of VMWare vSphere, NetApp enterprise storage management, Password Manager Pro, CommVault Simpana and Rubrik Backup and Recovery
- 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 Satellite, vCommander, McAfee Move, Xangati, Nagios, MRTG, IPAM, Subversion, Founstone
- A strong foundation of experience in implementing operating system level security Demonstrated ability to compile open source utilities, and working knowledge of standard server applications such as MySQL, Apache, and PHP would be an asset
- Must have 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
• 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
• Industry certifications such as MCSE, CCNA, ITIL, ITSM would be helpful.

Position Number          572-017
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
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