Analyst III, Identity and Access Management Linux Systems Administrator

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Computing and Communications Services (CCS)

Hiring #: 2022-0208

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.

One of the important functions of CCS is providing Identity and Access Management (IAM) services for web-based applications used by the entire University of Guelph community. Web 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. Much of this infrastructure runs on Linux servers and we are looking to expand our team to help administer and evolve these platforms.

The successful candidate will support and advance web access management services at the University of Guelph. These services provide authentication for over 25,000 unique users daily, protect hundreds of on-premise websites, and facilitate federated single sign-on with almost 80 cloud and on-premise service providers and dozens of other service providers via the Canadian Access Federation. Responsibilities of this role include maintaining service levels, integrating new services, and evolving the access management infrastructure. The role also includes providing technical support for access management applications and underlying Linux systems, and providing guidance to a wide range of campus community representatives including CCS, faculty, staff, students, and distributed IT staff on campus.

The ideal candidate for this role will have five or more years of experience supporting and administering Linux based servers and applications. Leveraging a solid technical background in systems administration, web and application server administration, scripting and programming experience, and a customer focused mindset, they will be an integral member of the Identity and Access Management team that oversees all aspects of the identity lifecycle at the University and provides technical support for several key applications that provide authentication and authorization services across campus. The successful candidate will help support the tools that we have in-place today and work on projects within CCS to improve services for the future.

Responsibilities of this position include:

- Providing technical support for web access management services running on the Linux OS with excellent customer service to our clients across campus
- Working collaboratively with CCS teams, other organizational units on campus, and 3rd party/cloud service providers to integrate their services into the University’s web access management platform.
- Investigating, troubleshooting, tracking, and resolving access management related issues
- 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
- Following proper change management processes to keep servers (predominantly RedHat Linux servers) and applications updated and secure
• Developing tools, writing scripts, and automating processes to assist with routine tasks, most commonly in Java and Bash.

Requirements of the position include:

• Bachelor’s degree in Computer Science/Information technology and a minimum of five years of related work experience, or an equivalent combination of education and experience
• Systems administration experience on Linux operating systems, preferably RHEL
• Hands-on technical experience supporting web servers and Java application servers, preferably WebLogic, Tomcat, and Apache, including configuration, troubleshooting, and ongoing performance monitoring
• Scripting skills in Bash or similar
• 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 optional skills and experiences will set a candidate apart:

• Hands-on technical experience with web access management and identity federation solutions, such as Shibboleth and Oracle Access Manager
• Application development experience in Java or a related platform
• Administration of Oracle databases or other relational databases
• Previous experience supporting directory services, such as LDAP and Active Directory
• Experience in web application design, ability to integrate with a wide range of web application platforms, and understanding of the HTTP protocol
• Familiarity with protocols such as SAML and REST
• Experience implementing and supporting multi-factor authentication (MFA)
• Previous work experience in a higher education institution
• Relevant technical certifications

Position Number         681-003
Classification               P04*

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: 2022 03 23
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[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply