

# SENIOR SYSTEM ADMINISTRATOR AND SUPPORT

## SENIOR SYSTEMS ADMINISTRATOR AND SUPPORT (PERMANENT – 1.0 FTE)

The YW Senior System Administrator is responsible for providing first line response for all back-end information technology issues and problems. You will perform daily activities of the back end systems including the management and maintenance of YWCA’s server, network, storage and security environment in support of the business services.

As the successful applicant for this role, you will provide Level I and Level II support to escalations for hardware and software technical issues via phone, email and in person to provide timely resolution, document case status, and provide updates to management and end-users. You are reliable and dependable, able to take independent initiatives and a self-starter.

### WHAT MOVES YOU

- A strong flair for managing IT Projects with assigned deliverable plus ability to collaborate with vendors to remediate issues.
- A fast learner with ability to learn new technologies quickly and troubleshoot to resolve problems.
- You approach your work and others through the lens of equity, diversity and inclusion.

### WHAT YOU’LL DO

- Ensure proper maintenance and upgrade of servers, network, and switches from support of external IT contractors, system back-ups, network connectivity, and IT security.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Handle problem recognition, research, isolation, resolution and follow-up for all user support and service requests.
- Provide architectural expertise, direction, and assistance as it relates to infrastructure needs. This includes evaluation and installation.
- Establish technology roadmaps/blueprints for all aspects of infrastructure technology.
- ***This position is a 37.5 hours a week role with occasional evening and weekend work required.***

### WHAT YOU’VE DONE

- Technical institute degree/certificate in Computer Science, Information Systems, or other related field.
- Relevant Microsoft Certified Professional (MCP) certifications is a major plus.
- 7+ years' experience in Infrastructure Support and/or System Administration.
- Experience in AWS cloud services administration.
- Hands on experience with Networking, Storage, Security/ IAM in the cloud.
- Experience with Active Directory, Windows Server, VMware system virtualization, Hyper-V and SCCM.
- Exceptional project, change management skills and providing great customer satisfaction to internal customers.

As a condition of employment, YW Calgary requires the successful candidate to be fully vaccinated. Where the candidate has not obtained the vaccine, the candidate will be considered on an exceptional case by case basis; YW Calgary will adhere with its obligations under the Alberta Human Rights Act.”

**If you want to work to change lives, we want to meet you.**

Competition Number: **2021059**

Deadline: **December 3, 2021**

[www.ywcalgary.ca/work-with-us](http://www.ywcalgary.ca/work-with-us)

Apply today with resume, cover letter, and salary expectations to [careers@ywcalgary.ca](mailto:careers@ywcalgary.ca)

YW Calgary is committed to providing an equitable, diverse and inclusive workplace where all employees, clients and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education, and/or disability, feel valued and respected.