



Family and Children's
Services Niagara

Les Services à la famille
et à l'enfance de Niagara

For more than a century, Family and Children's Services Niagara, the local Children's Aid Society, has provided vital child welfare, family/community support, counselling, foster care and adoption services to residents in the Niagara Region.

Technical Systems Analyst

Reporting to the Senior Manager of Information Technology Services, the Technical Systems Analyst is responsible for effective provisioning, installation/configuration, operation and maintenance of systems hardware and software and related infrastructure. The (TSA) participates in technical research and development to enable continuing innovation within the infrastructure. The (TSA) ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values.

Family and Children's Services Niagara welcomes candidates from racialized groups, First Nation Inuit or Métis persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. Accommodations are available for candidates with disabilities throughout the recruitment process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).

Key Duties:

The (TSA) is accountable for the following systems; Windows systems, AD, Gpo, Vmware, IBM Domino client & applications, Avaya phone system and Kace that support FACS Niagara's infrastructure; Windows and Application systems and support, maintenance and research and development to ensure continual innovation.

- Engineering of SA-related solutions for various project and operational needs
- Install new/rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc in accordance with standards and project/operational requirements
- Install and configure systems such as supports FACS Niagara infrastructure applications
- Develop and maintain installation and configuration procedures
- Contribute to and maintain system standards
- Research and recommend innovative and where possible automated approaches for the system administration tasks. Identify approaches that leverage our resources and provide economics of scale

Operations and Support

- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and reviewing system and application logs, and verifying completion of scheduled jobs such as backups
- Perform daily back up operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary
- Perform regular file archival and purge as necessary
- Create, change, and delete user accounts per request
- Provide Tier II/other support per request from various customers/locations. Investigate and troubleshoot issues
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted customers
- Maintain the software compliance for FACS Niagara.

Maintenance

- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure/add new services as necessary
- Upgrade and configure system software that supports FACS Niagara infrastructure applications or Asset Management applications per project or operational needs
- Maintain operational, configuration, or other procedures
- Perform ongoing performance tuning, hardware upgrades, and resources optimization as required. Configure CPU, memory, and disk partitions as required
- Maintain data center environmental and monitoring equipment

Other Related Activities

- Identifies budget requirements and manages the Technology budget in accordance with identified needs, organizational priorities and strategic directions and priorities of FACS
- Ensures own and department staff expenditures adhere to FACS policies and monitors and approves all technology spending across the organization
- Strives to meet or exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes
- Continually participates in learning/education to maintain and update skills and knowledge
- Assists in the training and orientation of peers
- Performs other duties as required

Qualifications:

- Degree or diploma in Computer Science, Information Technology or related preferred
- Additional 3 years information technology related experience required
- Excellent knowledge of management information systems and infrastructures; technology, software, and hardware; networks; servers, etc. and their application in human service agencies
- Knowledge of agency and CAS industry computer applications including CPIN, Frontline, Fast Track, MS Office, Lotus Notes would be an asset
- Knowledge and experience in the application and usage of Information Technology theory and practice and the ability to transmit this through training, coaching and application
- Valid G Driver's License and access to a reliable motor vehicle with appropriate liability insurance required
- Excellent knowledge of current personal computer operating systems, networking, email, Office suites, communications, desktop publishing and database concepts
- Excellent skills and experience in problem solving networking and office automation configurations and applications
- Excellent ability to use MS Office applications (e.g. Word, Excel, PowerPoint, etc.) and to direct and guide others on usage of the applications
- Excellent ability to work with and meet tight timelines
- Ability to communicate in French or another language an asset

*Please apply with your cover letter and resume by **October 16, 2021** to:*

E-mail: humanresources@facsnigara.on.ca

Please include your salary expectations.

We thank all applicants however only those considered for an interview will be contacted.

Preference will be given to candidates who are bilingual in French and English.

Family and Children's Services Niagara is an equal opportunity employer committed to inclusive barrier free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated through this process.