

Division: Information Technology
Reporting to: AVP, Infrastructure & Security
Career Level: Staff
Pay Type: Salaried

Job Overview

The Systems Engineer is responsible for managing and monitoring all installed systems and infrastructure. Installing, configuring, testing, and maintaining operating systems, application software and system management tools and access rights administration across the infrastructure, while ensuring the highest levels of systems and infrastructure availability.

Role

- Engineer, design, configure, install, integrate, maintain, and troubleshoot Enterprise Infrastructure solutions, including Server Systems, Storage Solutions, Backup/Archive technology.
- Group policy and certificate management and deployment.
- Assessment and optimization of the Server Systems & Storage networks, through network monitoring, statistics, and daily health checks.
- Communicate and enforce, through system procedures, data storage retention policies.
- Planning technology roadmaps for Wintel, VM, AD, Storage, Cloud, Backup/Archive & Management Tools, and services.
- Develop routines for end-users to facilitate storage best practices
- Prepare and maintain a three (3) year Server Storage plan, to facilitate new requirements, technologies, and growth.
- Anticipate, mitigate, identify, respond to, and resolve issues with storage devices, storage access, and data retrieval.
- Design and implement redundant systems, policies, and procedures for disaster recovery and data archiving to ensure effective protection and integrity of data assets.
- Develop, implement, and maintain policies, procedures and associated training plans for server system resource administration, appropriate use, and disaster recovery.
- Develop technical specifications and business cases to support new service acquisitions
- Maintain industry knowledge on industry trends and new services i.e., Cloud computing, virtualization
- Develop, manage, and architect methods of patch management, server hardening and operational efficiencies.
- Design, plan, implement and maintain perimeter and application firewalls.
- Coordinate (as required) with the Network, Desktop admin roles, business application, and database administration functions to implement desktop and server systems that utilize industry best practices to meet corporate objectives.
- Install, configure, and manage storage devices and corresponding software.
- May act as Infrastructure lead or participate as subject matter expert for FCU major projects.
- Establish and maintain service level agreements with vendors, coordinate with support desk on monthly publication of SLA
- Administer Server environments, including supporting specific Enterprise Technologies such as Exchange, Mobile Device Technology, VMware, Active Directory, SharePoint, file shares, web services (IIS), and windows networking and management services, including on premise and cloud-based systems.
- Participate in the implementation of updates to the production environment via the change management tool and process.
- Respond to systems alerts - error indicators, error messages, failures, and peripheral malfunctions.

- Securing and monitoring all systems access.
- Lead and participate in the annual Disaster Recovery planning and validation
- Manage and/or provide guidance to junior members of the team.
- Ensure the integrity and security of enterprise data on host computers and during data transfer in accordance with business needs and industry best-practices regarding privacy, security, and regulatory compliance.
- Develop and support solutions to manage end user accounts, permissions, access rights, and storage allocations in accordance with best practices regarding privacy, security, and regulatory compliance.
- Responsible for ticket management and Tier 3 support.
- Assist in Server System security audits.
- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on servers. Escalate incidents as necessary.
- Management of the Server, Storage & Backup asset management.
- Maintain related documentation and technical specifications information.
- Support application development teams throughout project lifecycles.
- Analyze system, server, application, network, and input/output device performance.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
- Conduct research on emerging products, services, protocols, and standards in support of systems software procurement and development efforts.
- Create required audit reports in response to business user needs.
- Participate in negotiations with vendors, outsourcers, and contractors to secure software products and services.
- Point of On-Call Escalation when required.
- Provide backup to other Infrastructure team members in their absence
- Perform other duties as required

Required Skills

- Have a college diploma or university degree in the field of computer science and/or a relevant combination of equivalent training and work experience.
- Have five (5) to seven (7) years of enterprise level support experience.
- Have six (6) or more years of hands-on technical experience in Server Virtualization VMWare vSphere (ESXi 6.7/7.0, vCenter, vMotion, DRS, Fault-Tolerance, Host Affinity).
- Have certifications, technical training or experience with Windows Server and VMware ESX.
- Experience in Microsoft Active Directory, System Center, SharePoint, and Exchange is required.
- MCSE, MCP, VMware and/or other relevant certification is an asset
- Storage Vendor certification such as Netapp is an asset
- Advanced knowledge of Networking and troubleshooting tools.
- Experience implementing and maintaining security devices including firewalls, load balancers, etc.
- Extensive practical knowledge of data input/output procedures, and system backup protocols.
- Strong technical command of scripting languages. (Powershell, python, etc.)
- Strong technical knowledge of Windows operating systems (Server 2012, 2016, 2019 Windows 10/11)
- Strong knowledge of production schedules and automation.
- Experience with Disaster Recovery is an asset
- Extensive hands-on software and hardware troubleshooting experience.
- Experience documenting and maintaining configuration and process information

- Effective communication, interpersonal and presentation skills
- Experience/knowledge in the installation and configuration of hardware/software
- Familiarity with the Temenos T24 banking system is an asset
- Good written and oral communication skills.
- Ability to conduct research into hardware and software issues and products as required.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment, while being sensitive to the business priorities and the impact to the Credit Union.
- Skilled at working within a team-oriented, collaborative environment.
- As a representative of IT must be able to convey a positive and professional attitude perceptive to the needs of the Credit Union and vendors.
- Be aware of and mitigate enterprise risk factors and ensure compliance with applicable regulations, legislation and FirstOntario policies and procedures
- Be available to work evenings and weekends as the job demands and travel as required
- Be actively participating in an on-call rotation

Accommodations for persons with disabilities are available upon request during the application process.