Position Title: Systems Administrator/Engineer  
Department: IT Services - Infrastructure  
Reports to: Associate Director, Storage and Servers  
Employee Group: APSA  
Position #: 00102623  
Reports to [pos #]: 00114508  
Grade: 10

POSITION SUMMARY

The Systems Administrator/Engineer is responsible for the implementation, ongoing performance, and management of computer servers dedicated to the University’s business systems, educational systems, and IT Infrastructure services. The Systems Administrator/Engineer works as part of a team of support staff who design, build, and operate SFU’s 24/7 enterprise and departmental server and storage infrastructure.

DUTIES AND RESPONSIBILITIES

Plans, installs and manages a network(s) and servers for a workgroup or department(s) generally comprised of a single subnet with network management services (e.g., DNS, Mail, Authentication) provided elsewhere.

Performs integration services (e.g., installs and configures packages and scripts for routine operation, and installs wrappers for management and security).

Provides client support to solve exceptional problems referred by technical or professional staff.

Oversees the operation, installation, and implementation of a department scale local area network(s) and/or components of enterprise wide infrastructure services by:

- Developing standards for the design and operation of network connected devices.
- Managing a small project team (1-3 persons) involving hardware and software installation.
- Liaising with clients, information technology support groups, and/or vendors.

Evaluates technologies, economic factors and trends to make recommendations about the future prospects of specific technologies and products.

Maintains technical currency and participates in in-house technical seminars, workshops, and courses. Participates in soft skills training, mentorship, and coaching programs.

QUALIFICATIONS

Bachelor’s degree in Computing Science or related discipline with two years of experience, including experience in Windows server administration, configuration and maintenance in a complex infrastructure environment, and problem diagnosis and resolution, or an equivalent combination of education, training, and experience.

Good knowledge of Windows server administration.  
Good knowledge of Active Directory, SCOM, WSUS and SQL Server.  
Good knowledge of scripting and automation.  
Excellent customer service, interpersonal, and teamwork skills.  
Excellent analytical reasoning, problem solving, time management, and organizational skills.  
Excellent communication skills (verbal and written).  
Ability to perform basic problem diagnosis and provide resolution.  
Ability to use NAS and SAN file systems.  
Ability to configure and maintain a complex infrastructure environment.  
Ability to maintain confidentiality in a high security workplace.