



Systems Administrator

Position Type:	Full Time
Responsibility Level	4
Job Region/Location:	CCO Headquarters in Ottawa, ON
Reports to:	VP Programming Support & Administration
Working Conditions:	Normal Office Conditions
Funding:	Support Team and Partnership Development
Application Deadline:	19 March 2019

Position Overview

CCO is seeking a Systems Administrator to provide leadership and support across all our IT environments, serving at our National Headquarters in Ottawa and working with a team of dedicated missionaries working remotely across Canada. The ideal candidate will have a passion for the mission of evangelization in the Catholic Church and the necessary experience and qualifications to seize the opportunity to be a leader in this growth of our IT infrastructure to allow the further extension of our mission to reach university students with the Gospel.

The Infrastructure position is responsible for the architecture, design, implementation, testing, monitoring and escalation support of IT Infrastructure including Server, Virtualization, Storage, Backups, Data Networking, Wireless Network and Security. You will also serve as the Website Administrator for CCO's website.

Main Job Tasks and Responsibilities

- Coordinate with the Infrastructure team to deploy/implement/maintain physical/virtual server systems to meet industry best practices and corporate requirements/objectives
- Assist with the ongoing maintenance and management of the Google-based Enterprise Email System, Google apps, the Enterprise Microsoft Windows Active Directory domain, and the Enterprise VMWare infrastructure environment
- Function as a primary technical support resource for ongoing/unresolved Service Desk issues and escalations
- Monitor and test server performance for potential system/hardware failures or bottlenecks
- Recommend and execute modifications in the environment to improve efficiency, reliability, security, and performance
- Recommend, schedule, and implement software/hardware upgrades, patches, and reconfigurations
- Act as Website Administrator for all websites connected to the www.cco.ca domain, including performing website maintenance and coordinating with third-party web designers when necessary
- Develop and maintain related documentation as required
- Establish and coordinate a national purchasing process for all new hardware and software purchases
- Coordinate and supervise all relationships relating to IT with third-party service providers and/or consultants

Education and Experience

- College diploma or university degree in the field of computer sciences and/or 5 years of relevant work experience
- Microsoft MCITP certification, Citrix CCA certification, VMWare VCP certification are highly desirable
- ITIL v3 certification desirable
- Experience with Windows Server 2003/2008 and Active Directory, and Microsoft BackOffice (SQL, Exchange, Web Server) are mandatory
- Experience with IBM Bladecenter technologies, VMWare ESXi, Citrix XenApp, XenDesktop, PVS technologies, CommVault backup, VMWare vShield, Trend Micro Deep Security, Citrix XenMobile MDM and ShareFile are highly desirable
- Experience with Blackbaud products, specifically Financial Edge, Raiser's Edge & Net Community are highly desirable. As well, experience with TNTware is highly desirable.
- CCO campus experience an asset

Key Competencies

- Ability to write technical documentation
- Highly analytical, logical thinker with strong troubleshooting skills
- Highly self-motivated and directed, able to work independently
- Strong commitment to quality and thorough testing required
- Ability to effectively prioritize and execute tasks in a demanding environment
- Exceptional customer service orientation
- Demonstrated ability to work in a team environment
- Ability to lead others
- Strong written and oral communication skills
- Strong documentation skills
- Methodical approach to solving problems
- Fluent English

Support Team and Partnership Development (STPD)

All CCO staff have the unique opportunity and privilege to rely on God's providence. The successful candidate will develop their own team of financial and prayer supporters who contribute directly to the funds for their salary. For more information on STPD, please see our STPD FAQ at <http://careers.cco.ca>.

We thank all applicants for their interest. However, only qualified applicants will be contacted.

For more information on this or other employment opportunities with CCO, please contact our Human Resources Department at hr@cco.ca or (613) 736-1999.