

Internal and External applications including a detailed resume and outline of qualifications will be reviewed starting on **Thursday, June 15, 2023**, and will continue to be accepted by the Human Resources & Safety Division until the position(s) are filled.

**Note: Please submit your application electronically to [recruit@synergynorth.ca](mailto:recruit@synergynorth.ca)**

## **SYSTEMS ANALYST– Up to 3 Positions**

Customer & Information Services Division, Office Staff Collective Agreement  
\$39.4734 - \$56.3906/hour (May 1, 2023 rates)

### **POSITION SUMMARY:**

Under the general direction and guidance of the Senior Systems Analyst and/or the Information Systems Manager, the Systems Analyst is responsible for server administration, network device administration, hardware and software acquisition, cloud services management, vendor management, cybersecurity, and automation projects. This position requires a broad understanding of IT principles and an ability to quickly adapt to new technologies.

### **DUTIES:**

- Administer and maintain IBM i, Windows, and Linux server platforms.
- Manage network device administration including firewalls, routers, and switches.
- Assist with hardware and software acquisition, including researching, recommending, testing, procuring, installing, and commissioning.
- Manage cloud services including Microsoft Azure, Amazon Web Services, and Google Cloud.
- Liaise with third-party vendors and contractors for the management, audit, provision, design, and interconnection of third-party systems.
- Create and update documentation of business process flows.
- Apply cybersecurity standards and guidelines when executing projects and planned changes.
- Maintain and document changes.
- Monitor cybersecurity, audit, respond to events and incidents, and manage 3rd party monitoring and response.
- Facilitate automation and efficiency projects throughout the organization, including updating existing and creating new processes by leveraging scripting, coding, or software tools.
- Identify opportunities for improving uptime and service availability.
- Provide support for corporate applications and hardware, including advising and assisting users in problem resolution.
- Audit and procure software licensing.
- Administer and maintain the corporate email and productivity platform (Microsoft 365).
- Design, implement, and test disaster recovery processes.
- Perform other duties as assigned.

### **QUALIFICATIONS:**

#### **Mandatory:**

- A degree or diploma in Computer Science together with a minimum of 2 years' experience working with, and administering, a networked environment.
- Proven experience of both utilizing and enhancing technical skill levels in a dynamic IT development environment.
- A thorough understanding of computers, computer technology, networking, connectivity, and security is required.
- Must have excellent interpersonal, problem solving, organizational and communication (verbal and written) skills.
- Must be able to work in an organized and independent fashion.
- A demonstrated commitment to continuous improvement, customer service and teamwork.

#### **Preferred:**

- Proven experience managing hardware and software in a corporate environment.
- Strong knowledge of Microsoft Windows, Microsoft Office, Central Square Naviline, Active Directory, Microsoft Power Platform, and Hyper-V.
- Programming experience in a professional setting.
- Windows desktop support and configuration.

### **Conditions of Employment:**

- Must have and maintain a valid Ontario Driver's License (Class G)
- Must successfully complete a Police Information Check

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#### **TESTING**

*To confirm ability for the position, applicants may be required to take tests related to the job requirements and duties of the System Control Operator job position, which may be conducted by an independent third party.*

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