

# **Skilled Trades Ontario** **Métiers spécialisés Ontario**

**Position Title: Network/Systems Analyst**

**Position Type: Full time – Permanent**

**Location: Toronto, ON**

**Job Band: 7**

**Salary Range: \$29.98 – \$36.91 / hour**

**Hours of work: 36.25 hr/week**

**Skilled Trades Ontario (STO) is a new Crown agency which replaced the Ontario College of Trades.** It is responsible for skilled trades certification in Ontario, which includes:

- **Establishing apprenticeship programs**, including training standards, curriculum standards and certification exams
- **Assessing experience and qualifications** of individuals who have not completed an apprenticeship program in Ontario
- **Issuing Certificates of Qualification** in all trades with certifying exams
- **Renewing Certificates of Qualification** in compulsory trades
- **Maintaining a Public Register** of people authorized to work in compulsory trades
- **Conducting research** in relation to apprenticeship and the trades

We are currently seeking for the role of Network/Systems Analyst who can provides product support to all systems and manage all requests for systems and assist to resolve all issues and perform regular troubleshoot on all network issues and analyze all system logs.

The incumbent will also assist in monitoring and ensuring the optimum performance of network communications and systems servers/PC's, and to assist in ensuring effective security and protection of the company's data and computer equipment.

**The successful candidate will:**

- Assists in monitoring and maintaining the company's centralized server and networks and all administrative tasks associated with their operation. Assists in monitoring and the evaluation of the server and network performance, reliability, availability, and efficiency. Assists in ensuring the ongoing efficiency and effectiveness of servers and network systems operations by installing and upgrading system software and patches
- Provides technical and infrastructure support to management, staff and clients in the access and use of server and network applications. Administers user accounts by creating, modifying and removing user accounts as authorized by managers. Assists in managing & conducting the installation, set up and troubleshooting of user's computers software and hardware
- Assists in responding to user requests and technical support calls; determines nature of the request/issue, and takes timely and appropriate action. Maintains logs of end-user requests and corrective actions. Provides ongoing technical assistance to all departments, users and the IT support team
- Under the direction of the Senior Network Analyst, assists in managing network security and virus prevention for the company server, desktop and network environments to ensure effective protection of the company's information data against loss and external threats. Performs daily backup of data and sends to off-site storage. Assists in conducting risk analysis across all platforms to assess security threats (i.e. to prevent unauthorized access to the company's data/information and ensure the technical effectiveness of security policies and procedures)
- Assists in conducting analysis, forecasting, evaluation and demand for new systems/network technologies/tools to meet strategic/business needs and to improve

productivity

- Provides project and technical leadership assistance for IT projects including assigning project responsibilities to project staff/contractors, and assists in providing technical direction and guidance
- Assists in developing, writing and revising server, PC and network systems documentation, operations procedures, problem resolution processes, information packages and staff training materials for new/enhanced systems, and instructs users on the use of network and PC equipment. Contributes to the preparation of technical server, PC and network IT reports, site and WAN networking diagrams
- Maintains inventory of hardware and software applications, and ensures compliance and maintenance of software license agreements
- Position requires flexible work hours which may include weekends and response to “on call” service requests

**Qualifications:**

**Knowledge of:**

- Windows servers environment (2016, 2019) (deployment and administration)
- Microsoft Active Directory Object and Group Policy (Administration)
- Microsoft 365 support and administration experience, including Active Directory, Azure Active Directory, Exchange, Sharepoint, OneDrive and Teams
- Working experience with interconnecting Cloud environments with on-premises infrastructure (hybrid workloads)
- Knowledge in the domain of IaaS/PaaS/SaaS Microsoft cloud services
- understanding of standards like OAuth 2.0, SAML 2.0, Multi-Factor Authentication, SSO and related application security standards
- VMware vSphere 7.X (administration)

- Knowledge of Microsoft Endpoint manager (SCCM & Intune)
- Knowledge of Windows 10 operating system and domain structures
- NAS and SAN storage Solution
- Server, desktop PC and network system technologies (operating systems, application software including MS Office Applications and operating systems and the VOIP system (PBX), and emerging technologies), and knowledge of network protocols and networking devices to manage/administer systems and networks, ensure effective systems security, monitor performance and resolve issues, and provide user support.
- Server, pc and network systems design, analysis, development and management methods, practices, techniques, and analytical diagnostic hardware tools to forecast demand on server/network services, capacity and performance; recommend server/network design changes necessary to optimize performance; review and recommend systems standards; conduct/participate in the development and implementation of server/network development and upgrade projects.
- IT security principles, methodologies, standards, processes and products to monitor, maintain and enforce IT security measures, procedures and plans.

**Skills Include:**

- Ability to implement and upgrade new server, PC and network technologies and software/patches.
- Analytical and problem solving skills to identify, assess and resolve systems/network issues and develop recommendations for systems upgrades (as needed) and system software patching.
- Strong verbal communication skills to provide systems support and training to the company's systems users, and to present systems upgrade recommendations to management.
- Written communication skills to prepare systems documentation, IT reports, systems operational procedures and user training materials.

- Ability to multitask and prioritize duties
- Ability to work well independently and as part of a team
- Working knowledge with Microsoft Azure cloud infrastructure would be an asset

\*This position is represented by OPSEU.

\*Only those candidates selected for an interview will be contacted.

How to Apply: Please forward your resume, together with a separate cover letter by May 26, 2022, to [careers@skilledtradesontario.ca](mailto:careers@skilledtradesontario.ca). Only applications submitted via email will be accepted. Be sure to quote the following competition number in the subject line of your email: STO-010-22 – Network / Systems Analyst

We thank all applicants for their interest and will contact those whose skills, knowledge, and experience most closely match the requirements of the position.

The STO embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and the STO's Accommodation Policy, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to the STO. We welcome applications from all qualified persons.

The Skilled Trades Ontario is an equal opportunity employer