COLLINGWOOD SCHOOL

Collingwood School is a coeducational day school located on two campuses in West Vancouver, BC. Our purpose is to teach, model, inspire and encourage our students, ultimately preparing them to become successful global citizens. With an innovative, evolving approach to teaching, the totality of our curriculum provides students with a wealth of diverse, meaningful and transformative educational experiences.

We are seeking a **Systems Administrator** to join our **Computer Services team.** This is a Permanent Full Time position starting immediately.

The **Systems Administrator's** key purpose is to maintain and enhance systems and services for the staff, faculty, and students of the school. This position will report to the Director of Information Technology.

Responsibilities

- Create, maintain and decommission servers (physical and virtual) for the school as needed.
- Create and update Operating system images for deployment on servers.
- Provide guidance to IT team in development and deployment of workstation images.
- Building test scenarios for deployment strategies.
- Manage and maintain hosted services and emails including Google Apps, Microsoft Exchange, Active Directory, Paper Cut.
- Maintain Update Server for deployment of Windows security and critical updates.
- Monitor bulletins, manufacturer websites, and other resources for vulnerability updates and patches and security best practices.
- Monitor Anti-virus server for vulnerable workstations.
- Liaise with manufacturers and vendors on repairs and outages.
- Maintain backup of server and data and test the integrity of backups, and implementing disaster recovery solutions.
- Build a test environment for implementing Group Policies domain-wide.
- Troubleshoot hardware and software issues that affect users domain-wide.
- Provide support to primary helpdesk for troubleshooting complicated issues, and during peak periods.
- Researching and leading new technologies and software that may improve service delivery and functionality to the school.
- Assist in strategic planning by providing technical background and expertise.
- Respond promptly and courteously to support requests.
- Participate in IT team projects.
- Collaborate with the network team to assist in troubleshooting network-wide issues.
- Create and maintain up to date written documentation on systems, configurations, protocols.
- Assist in software releases and rollouts according to Change Management best practices.
- Perform other related duties as required.

Qualifications

- Completion of a College diploma program in Computer Systems (both hardware and software) with 4 years' related experience or an equivalent combination of training and/or experience.
- Solid knowledge of PC hardware and peripherals.
- Extensive knowledge of operating systems including last gen and current gen Windows and Mac-OS iterations.
- Strong knowledge of networking (Ethernet, TCP/IP, NAT, file sharing).
- Proven ability to troubleshoot systems hardware, software and networking problems.
- Knowledge of advanced computer hardware, including current Intel i-Series processors.
- Extensive support experience with Google Apps for education.
- Proven experience in building and maintaining virtual hosting environments for Windows based systems.
- Proven experience in systems automation with Windows based scripting / languages, such as PowerShell.
- Knowledge and experience in systems backup and retention including industry leading software and practices.
- Experience in supporting and maintaining Student Information Systems, Learning Management Systems, CRMs and HCMs.
- Experience working in Veracross student information system an asset.
- Extensive knowledge working within an enterprise-class, windows server-based desktop environment.
- Extensive experience with Active Directory and Windows Deployment Services.
- Experience managing a hosted MS Exchange environment.
- Working knowledge of a range of diagnostic utilities.
- Must be able to work as a team player and independently, providing multifunctional support in an accurate and timely manner.
- Requires independent judgment pertaining to system design and installation recommendations, requiring creativity and resourcefulness to provide services.
- Supports changes in processes/procedures to improve work conditions as well as work flow.
- Highly developed communication skills and exceptional customer service skills required in dealing with faculty, staff, students and external stakeholders.
- Expected to resolve unexpected technical problems that arise in tight timelines.
- Requires excellent organizational abilities to prioritize needs and provide timely service, in a fast paced environment.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Access to a vehicle.

Our "Must Haves"

- Proven work ethic with utmost integrity.
- Desire to excel and succeed.
- Self-awareness, with a desire for constant self improvement (goal –oriented).
- Self motivated, energetic and fun!

If this role is a good fit, we would love to hear from you! Please submit a cover letter detailing your suitability for the position along with your resume, including three employment references, by July 30,

2019 to: dylan.tetrault@collingwood.org . Please include the words **"Systems Administrator"** in your email Subject Line.

We sincerely thank all applicants for your interest however, only shortlisted candidates will be contacted.

Please visit our website for more information about our school.

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