Hamilton Public Library

Freedom to Discover	
JOB TITLE:	**Infrastructure Administrator – Permanent Full Time**
PAY BAND:	Grade G - $36.963 - $43.486
LOCATION:	Digital Technology, Central Library Travel to conduct library business will be required
SCHEDULE:	35 hours per week; up to two (2) nights per week; includes Saturday and Sunday rotation. **Start date**: to be determined

JOB SUMMARY:

Reports to the Manager, Digital Infrastructure; Responsible for the development, administration and support of services within the following portfolios: System Administration, network and domain administration, client computer configuration, application configuration and implementation, back-up, disaster recovery and database administration; Participates in general departmental activities including network and operational support

JOB DUTIES:

Works in collaboration with other staff in Digital Technology; reports to Manager, Digital infrastructure

Manages library domains & infrastructure

Liaises with City Network Support to ensure smooth functioning of library services including network, e-mail, wireless and other systems

Research, design, plan and coordinate server/network infrastructure upgrades, enhancements, improvements and/or newly required service deployments

Analyze service incidents and problems, identify risks, provide recommendations, and implement solutions.

Enforce and follow HPL ITSM policies, procedures and best practices

Monitors and maintains server software and hardware

Liaises with third party staff for repair and support as required

Review, maintains & manage library-wide anti-virus defense system

Liaises with City Network Services to maintain and update defense, track virus detections and respond to issues and problems

Configures, monitors and enforces library-wide security policies

Administers Microsoft SQL Database systems

In relation to assessed business needs, evaluates and makes recommendations to DT Manager on new technologies, equipment, processes and standards for network and infrastructure hardware and software

Performs capacity and resource planning activities, assesses system risks and makes contingency plans

Assists with the set-up and administration of 3rd Party applications

Collaborates on the planning, scheduling and purchasing of applications and technology; assists with preparation of Requests for Proposals, project plans; assists with the evaluation and development of solutions

Participates in departmental functional teams and coordinates team work as assigned

Provides technical support to Library Staff through the Digital Technology Incident and Problem Management Teams

Liaises with staff and vendors, resolves problems, ensures network / system functionality, documents and communicates solutions and performs standard changes according to documented procedures

On assigned applications and technology, prepares and maintains relevant and comprehensive documentation to enable effective help-line support and troubleshooting problems

On assigned applications and technology, develops procedures; prepares training and other support materials to assist staff and the public

Collaborates on cross-functional teams with Library and external staff

Maintains professional knowledge and awareness of best practices; participates in training sessions and staff meetings

Identifies additional training and education required in order to meet changing technical environment and to support current technologies and strategic initiatives

Provides orientation related to network applications and demonstrates and instructs staff in the use of network resources

Performs other duties as assigned which are directly related to the major responsibilities of the job or as required by critical incidents

MINIMUM QUALIFICATIONS:

Educational Requirements:

Developed understanding of computer operating systems, communication and networking technologies and hardware equipment configuration normally acquired by attaining a **University Degree in Computer Science** or **College Diploma in Systems Administration** or an equivalent combination of education and relevant business experience

Additional Certification Preferred in ITIL, Microsoft, and VMWare

Experience:

Experience configuring and managing IT infrastructure including servers, operating systems, anti-virus software, backups, group policies, Active Directory, permissions, DNS, DHCP, MS SQL

relational databases, domains, networking protocols

A superior understanding of Windows Server 2003, 2008, 2012,2016 VMware ESXi 5,5.5,6 and VMware VDI and be able to analyze and troubleshoot complex problems

Expert level knowledge of O365 to do implementation, management, maintenance and troubleshoot issues

Experience with 3 Par SAN in upgrading firmware, Storage management & maintenance

Experience deploying software as well as managing inventory and systems through Systems Center Configuration Manager

Experience configuring, managing and monitoring VMware and SAN environments

Experience configuring and maintaining Veeam backup software solution and responsible for daily backup jobs management

Experience working with and a good understanding of networking equipment such as routers, switches

Experience in application administration and support, preferably in a library environment

Experience with Windows Azure and/or Cloud Computing is an asset

A strong understanding of ITIL practices

Possesses a valid Ontario driver's licence and excellent driving record

Skills / Competencies:

Demonstrates skill in communicating, presenting information, writing, consulting and active listening   [COMMUNICATION]

Displays a strong commitment to service excellence, understands service objectives, recognizes diverse customer and work group needs and provides excellent customer service   [CUSTOMER SERVICE FOCUS]

Analyzes and evaluates situations and issues, recognizes problems, anticipates consequences and develops and presents appropriate courses of action   [JUDGEMENT]

Displays a commitment to continuous learning in order to remain current with the library's policies and procedures, relevant legislation, trends, best practices, new technologies and related general and job-specific knowledge   [KNOWLEDGE]

Demonstrates proficiency in client and server operating systems, ability to work with Windows Server and Operating systems and some knowledge of Linux and UNIX   [JOB-SPECIFIC KNOWLEDGE]

Demonstrates proficiency in administering Windows Domains, Active Directory and DNS [JOB-SPECIFIC KNOWLEDGE]

Demonstrates working knowledge of protocols, and standards such as Ethernet, LAN, WAN, VoIP, DSL, TCP/IP, T1, 802.11x and Fibre Optics   [JOB-SPECIFIC KNOWLEDGE]

Demonstrates knowledge of VMWare and server virtualization administration   [JOB-SPECIFIC KNOWLEDGE]

Demonstrates working knowledge of relational database management system software and SQL (Structured Query Language) and ability to write, interpret and modify standard computer programming and scripting languages   [JOB-SPECIFIC KNOWLEDGE]

Effectively relates to and engages others in the achievement of objectives, advocates for the role and mission of the library within the community and demonstrates team leadership, credibility, flexibility and good humour in a working environment characterized by change [LEADERSHIP]

Manages resources effectively through all stages of project planning and implementation [PROJECT MANAGEMENT]

Prioritizes activities and works effectively independently, as part of a team and leading others; sets and achieves or surpasses goals   [RESULTS ORIENTATION]

Physical Requirements:

Physical ability and stamina to operate relevant equipment, to retrieve materials and to perform tasks involving the lifting and movement of library materials and equipment

Legislative Requirements:

Works in accordance with all applicable Occupational Health and Safety, Employment Standards, Human Rights, Labour Relations and Pay Equity legislation and all other relevant legislation

Organizational Requirements:

Adheres to policy and legislation identified in the Hamilton Public Library Policy and Procedures Manuals

Applying

- The deadline for this application is Friday January 31, 2020 at 5 pm EST.   Please visit www.hpl.ca and proceed to Jobs at HPL to apply through City of Hamilton recruiting site.

The Hamilton Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.

By submitting a resume, you are declaring that the information contained is true and complete to your knowledge. You understand that a false statement may disqualify you from employment or cause your dismissal. We thank all applicants who apply and advise that only those selected for an interview will be contacted.