UNITED COUNTIES OF STORMONT, DUNDAS & GLENGARRY

Application Instructions

Thank you for your interest in the following full-time position at the United Counties of Stormont, Dundas and Glengarry in the IT Services Department:

IT SYSTEMS SPECIALIST

This package contains the following documents:

1. Job Advertisement
2. Job Description
3. The Fillable Application Form – This form is a separate link in the job posting on our website and please note it is only compatible with Microsoft Word 2007 or later.

Please follow the instructions carefully:

1. Your application package **must** include:
   a. a cover letter (1-page maximum); and
   b. the completed application form.
2. E-mail your application package as one document in pdf format to jobs@sdgcounties.ca before the deadline indicated below. Please do not attach a copy of your resume.
3. Subject line of the e-mail must contain: **IT Systems Specialist**

Applications will be received by e-mail until <u>12:00 noon on Friday, June 25, 2021</u>.

We thank all applicants for their interest, however, only those selected for an interview will be contacted. Personal information received in this application will be used solely for employee selection purposes and will be handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act. We will accommodate the needs of applicants under the Human Rights Code during the hiring process.

IT Systems Specialist

The United Counties of Stormont, Dundas and Glengarry (SDG) is located along the St. Lawrence River in the south-eastern corner of Ontario. SDG is **"Where Ontario Began",** and is rich in heritage, tradition, and culture with an abundance of historical sites, great events, and beautiful attractions. With a population of 65,000, SDG is primarily rural yet close to urban centres such as Cornwall, Ottawa, and Brockville.

The County is accepting applications for the full-time position of **IT Systems Specialist**. Working with County and local municipal staff, vendors and external organizations, the IT Systems Specialist is responsible for the deployment, operation, performance and security of IT infrastructure under the care of the County IT Services. Systems include but not limited to network security systems, wired and wireless networks, telephone system, video, physical and virtual servers and cloud platforms.

Main duties include but are not limited to:

- Ensures data integrity and confidentiality through security policies and procedures.
- Ensures data availability through policies and tested backup and recovery procedures.
- Ensures continued service delivery through policies and tested disaster recovery procedures and proactive monitoring of systems.
- Develops, implements and maintains network security systems, including firewalls, anti-virus systems and network monitoring tools.
- Develops, implements and maintains server infrastructure including virtualized and cloud servers.
- Develops, implements and maintains wired and wireless networks.
- Develops, implements and maintains telephone systems.
- Develops, implements and maintains video security system.
- Develops and maintains relevant documentation required by IT Service management framework (i.e. ITIL) including backup and security procedures.
- Provides consulting services to project teams and other stakeholders.
- Assists IT Services team with problem resolution.

Qualifications:

- Completion of a college diploma in computer, information or technology related field and post-graduate certification in network, telephony, security or server infrastructure, with a minimum of 5 years experience; or equivalent combination of education and relevant experience.
- Experience with ITSM frameworks, network, security, telephony, desktop and server environments.
- Ability to analyze IT processes and develop standard repeatable procedures based on standard frameworks.
- Proficiency with office productivity suites, databases, and collaboration tools.
- Experience working on multiple diverse projects. Proven strong ability to set priorities and multi-task to meet deadlines. Logical thinker with excellent communication, organizational, analytical and problem-solving skills.
- Valid G Class driver's licence to travel to various locations throughout the County.
- Ability to provide a current satisfactory Criminal Record Check.

2021 Salary Range: $61,971 to $70,825 with full benefit package and pension
Location: County Administration – 26 Pitt Street, Cornwall, Ontario

Interested and qualified candidates are invited to visit our website at www.sdgcounties.ca to obtain the complete instruction package on how to apply. **Applications will be received by e-mail until 12:00 noon on Friday, June 25, 2021.**

POSITION DESCRIPTION
UNITED COUNTIES OF STORMONT, DUNDAS AND GLENGARRY

Title: IT Systems Specialist	**Reports to:** IT Services Coordinator
Department: IT Services	**Job Class:** 5
Date Approved: 2019-06-17	**Revised:** New

POSITION PROFILE:

Working with County and local municipal staff, vendors and external organizations, the IT Systems Specialist is responsible for the deployment, operation, performance and security of IT infrastructure under the care of the County IT Services. Systems include but not limited to network security systems, wired and wireless networks, telephone system, video, physical and virtual servers and cloud platforms.

KEY DUTIES/RESPONSIBILITIES:

- Ensures data integrity and confidentiality through security policies and procedures.
- Ensures data availability through policies and tested backup and recovery procedures.
- Ensures continued service delivery through policies and tested disaster recovery procedures and proactive monitoring of systems.
- Develops, implements and maintains network security systems, including firewalls, anti-virus systems and network monitoring tools.
- Develops, implements and maintains server infrastructure including virtualized and cloud servers.
- Develops, implements and maintains wired and wireless networks.
- Develops, implements and maintains telephone systems.
- Develops, implements and maintains video security system.
- Develops and maintains relevant documentation required by IT Service management framework (i.e. ITIL) including backup and security procedures.
- Provides consulting services to project teams and other stakeholders.
- Assists IT Services team with problem resolution.
- Follow all Health and Safety policies and procedures and report any non-compliance or possible safety risks.
- Carry out other related duties required to ensure efficiency of department and organization.

WORK RELATIONSHIPS:

Report to the IT Services Coordinator. Close working relationship with County staff and management. Build on and maintain positive working relationships with local municipal IT leads/staff. Maintain relationships with IT vendors and suppliers.

WORK DEMANDS/STRESSES

Operate in an environment that requires accuracy and constant attention to detail. It is extremely important to be able to use sound judgement in setting priorities, managing workload to achieve results and meet deadlines while balancing the needs of a wide user base. Security and availability of data and systems is essential. Confidentiality required with

some data. Able to develop standard processes and maintain knowledge base and service catalog. Able to formulate and implement quality improvement and change management processes. Able to communicate verbally and in writing in a way that is understandable by others. Constantly build positive relationships with customers. Travel within the County is required from time to time. May be required to work after normal hours to perform certain tasks.

EDUCATION/EXPERIENCE/APTITUDES

Completion of a college diploma in computer, information or technology related field and post-graduate certification in network, telephony, security or server infrastructure, with a minimum of 5 years experience; or equivalent combination of education and relevant experience. Experience with ITSM frameworks, network, security, telephony, desktop and server environments. Ability to analyze IT processes and develop standard repeatable procedures based on standard frameworks. Proficiency with office productivity suites, databases, and collaboration tools. Experience working on multiple diverse projects. Proven strong ability to set priorities and multi-task to meet deadlines. Logical thinker with excellent communication, organizational, analytical and problem-solving skills.

SALARY RANGE & CLASSIFICATION

Non-union, permanent full-time position at 35 hours per week. Job Class 5 per approved Salary Grid. Full Benefits.

June 2019

Michel St-Onge
Director of IT Services

Timothy J. Simpson
Chief Administrative Officer