

We're Recruiting For...

IT Infrastructure Specialist

At Confederation Centre of the Arts (Confederation Centre), the IT Infrastructure Specialist is responsible and accountable for the smooth running of our technology and telephony systems and physical and logical infrastructure within our scope of requirements, specifications, budget, and timelines. Reporting directly to the Chief Operations Officer (COO), this role acts as a leader in the implementation and maintenance of our organization's technology needs.

To ensure that the organization continues to evolve and support the ever growing demands of the staff and our patrons, the IT Infrastructure Specialist is responsible for developing network maintenance and growth plans, working collaboratively with the COO to create annual and project budgets, and keeping the senior managers up to date on the latest technologies and industry's best practice processes.

The IT Infrastructure Specialist is responsible for a wide range of duties including but not limited to:

1. Infrastructure Support

- Administer and oversee the operations of the physical and logical infrastructure located at three Confederation Centre properties.
- Maintain an upgrade program that addresses identified risks and business security requirements for operational systems and infrastructure.
- Administer the process of gathering, analyzing, and assessing the current and future infrastructure landscape, as well as provide a realistic overview of infrastructure health.
- Work with the COO to develop budget projections based on the short and long term goals and objectives.
- Works with all departments to ensure good coordination of IT changes without impacting business processes.
- Works collaboratively with colleagues on specialized, departmental hardware and software solutions.
- Propose changes to existing policies and procedures to ensure operating efficiency.

2. Architecture/Engineering Support

- Research, evaluate, design, test, recommend or plan the implementation of new or updated hardware or software, and analyze its impact on the existing environment; provide technical and administrative expertise for the administration of network and infrastructure tools.
- Develop and implement infrastructure controls and configurations aligned with security policies and audit requirements.

3. *Operational and End User Support*

- Manage infrastructure projects and provide expert guidance on infrastructure matters for other IT projects.
- Administer and review audit trails, IT system logs and other monitoring data sources periodically and ensuring that they are in compliance with policies and audit requirements.
- Procure, configure, and support end user hardware including but not limited to desktops, laptops, and tablets.
- Act as the principle IT support representative for staff.
- Ensure proper recording, documentation and closure on incidents/changes.
- Act as the top tier of support and escalate to third party service providers where applicable and appropriate.

In addition to being a creative, self-motivated individual, who enjoys working with new people, applicants should possess the following qualifications:

1. *Education and Experience*

- Degree or diploma in computer science or related discipline
- 5 or more years' experience in Information Technology with a focus on virtualization, SAN, LAN's, server and network hardware as well as software support

2. *Skills and Knowledge*

- Experience with performance troubleshooting and monitoring
- Experience managing projects and track records of delivering projects on time and without negative consequences to the business.
- Experience with virtual desktop infrastructure
- Familiar with Windows server systems such as Active Directory, DNS, DHCP, Web Server, SQL Server, etc.
- Demonstrated ability related to advanced networking (network routing/switching) and IT security (firewalls, etc.)
- Understanding of data replication and backup software
- Flexible hours and/or overtime required on occasion
- Ability to prepare written policies, procedures, and technical documents.

How to Apply

By email to the attention of Sam Doyle – HR Manager at careers@confederationcentre.com

Confederation Centre of the Arts is committed to promoting a diverse workplace culture. We encourage applications from the BIPOC community, persons with disabilities, and other under-represented groups. Where requested, we will provide accommodations to candidates for all aspects of the recruitment and selection process.

Closing Date: November 6th, 2020