JOB DESCRIPTION

Job Title: Senior Systems Engineer

Dept./ Division: Information Technology/Infrastructure & Security/Enterprise System Services

Reporting to: IT Infrastructure Manager

Location: Stoney Creek, ON

GENERAL ACCOUNTABILITY

Reporting to the IT Infrastructure Manager, this position is responsible for planning and designing Windows based infrastructure, virtualization environments, and storage networks across the infrastructure. This includes recommendation, configuration, installation, support and deployment of all server, storage and backup/archive technology, including operating systems and management tools and associated software applications supported by the Enterprise System Services Group.

The role also provides tier 2 & 3 support to ensure the stable operation of all in-house server systems, administration, storage platforms and network connections, to ensure high levels of availability and security of the supported business applications.

Primary Duties and Responsibilities

Strategy & Planning
- Engineering, designing, configuring, installing, integrating, maintaining, and troubleshooting of enterprise Server System, Storage & Backup/Archive technology and server administration
- Assessment and optimization of the Server System & Storage networks, through network monitoring, statistics, and daily health checks.
- Planning technology roadmaps for Wintel, VM, AD, Storage, Backup/Archive & Management Tools services.
- Prepares and maintains a 3 year Server Storage plan, to facilitate new requirements, technologies and growth.
- Monitors disk capacity and CPU performance in providing optimum user performance.
- Design and implement redundant systems, policies, and procedures for disaster recovery and data archiving to ensure effective protection and integrity of data assets.
- Develop, implement and maintain policies, procedures and associated training plans for server system resource administration, appropriate use, and disaster recovery.
- Ensures quarterly audit of all user access rights are reviewed, approved and updated across all systems
- Develop technical specifications and business cases to support new service acquisitions
- Maintain industry knowledge on industry trends and new services ie Cloud computing, virtualization
- Develop, manage and architect methods of patch management, server hardening and operational efficiencies.

Acquisition & Deployment
- Coordinate (as required) with the Network, Desktop Engineer roles, business application, and database administration functions to implement desktop and server systems that utilize industry best practices to meet corporate objectives.
- Install and configure storage devices and corresponding software.
- Act as Infrastructure lead for major IT projects and participates as subject expert for FCU major projects.
- Establish and maintain service level agreements with vendors, coordinate with support desk on monthly publication of SLA
Operational Management

- Administer Server environments, including supporting specific Enterprise Technologies such as Exchange, Mobile Device Technology, VMware, Active Directory, SharePoint, file shares, web services (IIS), and windows networking and management services.
- Responsible for implementation of all updates to the production environment via the change management tool and process.
- Respond to all systems alerts - error indicators, error messages, failures, and peripheral malfunctions.
- Securing/monitoring all systems access.
- Manage and operate the data mirroring solution at remote DR site.
- Lead and participate in the annual DR test
- Ensure system backups are scheduled and run.
- Communicate and enforce, through system procedures, data storage retention policies.
- Anticipate, mitigate, identify, respond to, and resolve issues with storage devices, storage access, and data retrieval.
- Monitor, analyze, and predict trends for storage equipment performance, space allocation, and data growth to recommend enhancements to the IT storage team.
- Develop routines for end-users to facilitate storage best practices
- Create, or support creation of, required reports in response to business user needs.
- Manage and/or provide guidance to junior members of the team.
- Ensure the integrity and security of enterprise data on host computers and during data transfer in accordance to business needs and industry best-practices regarding privacy, security, and regulatory compliance.
- Manage end user accounts, permissions, access rights, and storage allocations in accordance with best-practices regarding privacy, security, and regulatory compliance.
- Assist in Server System security audits.
- Perform and test routine system backups and restores.
- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on servers. Escalate incidents as necessary.
- Practice Server, SAN & Backup asset management, maintenance and related documentation and technical specifications information.
- Support application development teams throughout project lifecycles.
- Analyze system, server, application, network, and input/output device performance.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
- Conduct research on emerging products, services, protocols, and standards in support of systems software procurement and development efforts.
- Create required audit reports in response to business user needs.
- Participate in negotiations with vendors, outsourcers, and contractors to secure software products and services.
- OnCall Rotation with other team members
- Provide backup to other Enterprise System Services team members in their absence
- Carry a company issues mobile phone for both on-call and after-hours escalation.
Job Specifications and Technical Requirements

Formal Education & Certification
- College diploma or university degree in the field of computer science and/or a relevant combination of equivalent training and work experience.
- Preference will be given to candidates with certifications in related fields such as; MCSE, MCP, VMware, Storage and/or other relevant credentials.

Knowledge & Experience
- Expert level experience in VMware virtualization design, build and administration.
- Expert level experience in storage management and administration; preference given to individuals with Netapp and HP 3Par storage devices.
- Expert level experience in Microsoft AD design, build, implementation and troubleshooting.
- Extensive technical command of scripting languages for job automation (Powershell, VBS, etc).
- Experience with SQL administration and SQL toolsets.
- Experience with Cisco networking in a support capacity is desirable.
- Experience with HP and Cisco UCS Blade Centers is desirable.
- Experience with Load Balancer technology is desirable.
- Experience with JBOSS is desirable.
- High level of communication skills and strong interpersonal skills are required.
- Ability to function as a member of a team is a must.