## A Career Opportunity

At UNICEF, we work tirelessly to ensure children survive, wherever children's lives are at risk. As part of the UN, we are active in more countries and have saved more children's lives than any other humanitarian organization.

By embarking on an ambitious campaign, we will reach every child, even those in the most remote and hard-to-reach places with the essentials that every child and every family needs to survive. Because no child is too far.

Consider joining us as our:

## Systems Administrator
(Permanent; Full-time; based in Toronto)

Based at our National office, the Systems Administrator is responsible to serve as the first line of contact for IT user support and services across the organization. Additionally, the role supports backend server and networking systems including, but not limited to, phones, phone servers and related equipment.

The responsibilities of the position will include:

*User Support & Services (40%)*

- Provide telephone/hands-on desktop support and services including user and workstation setup, application support and installation, preventative maintenance, troubleshooting and minor repairs to peripheral equipment while maintaining Helpdesk tickets in the Helpdesk system.
- Liaise with HR/management to provide new user orientation.
- Research, create and distribute communications to ensure timely guidelines and procedures are available.
- Provide daily monitoring and removal of antivirus threats.
- Monitor the firewall security of the organization.
- Log and track user requests to monitor status and satisfaction levels.
- Order and manage IT consumables, and hardware.
- Responsible for laptop management and setup.
- Provide application support.
- Provide support for server and network environment.
- Support and maintain Intranet ID's for unicef.org's internal websites hosting resources for both National Committees and Field Offices.
- Provide primary support for staff cell phones and cell phone plans liaising with cell phone provider and managing roaming plans.

*Server Support (30%)*

- Provide backup support for backend server systems with particular emphasis on Raiser's Edge/Financial Edge, Microsoft Exchange mail, and Microsoft Server clusters.
- Support the CISCO phone system and liaise with external vendors for comprehensive support.
- Maintain the active directory structure to reflect both new and retiring object entities such as users, workstations, distribution groups and other objects.
- Provide backup support of the Enterprise backup system including the server, tapes/tape rotation, tape library and unified data protection environment.
- Assist and maintain the organization's Business Continuity Plan, including regular reviews and testing.

*Telephony (20%)*

- Administer and coordinate operational elements of Cisco BE6000 phone system including:
  - New user setup
  - Backup procedures
  - Mailbox administration
  - Phone provisioning
  - System monitoring and diagnostics
  - Problem reporting and escalation with vendor and support engineers

*PC Support and Administration (10%)*

- Maintain technical proficiency by keeping current with industry standards and emerging technology.
- Manage and track all computers, printers and periphery equipment in asset management program.
- Troubleshoot hardware related problems replacing/repairing as necessary.

The ideal candidate will have:

- A post-secondary education or the equivalent years in IT training.
- A minimum of three (3) plus years relevant work experience with thorough knowledge of Windows XP/ 7, 8.x, 10/Server 2003/2008/2012 and MS Office 2007/2013.
- Experience with virtualization technologies, including Hyper-V 2012, ESX 5.5 (preferred).
- Knowledge and experience with ArcServe Backup and UDP, Blackbaud Raiser's Edge and Financial Edge, Microsoft Exchange, and Microsoft SharePoint (MOSS 2007) (preferred).

- Extensive experience with computer/printer hardware components and peripheral equipment.
- Knowledge of antivirus systems.
- Strong communication and documentation skills.
- Logical problem-solving skills.
- Strong customer service skills.
- Technical familiarity with Cisco phone systems (preferred).
- A keen interest in the work and mission of UNICEF Canada.

For consideration, please submit your resume and cover letter to careers@unicef.ca by **November 12, 2017.** Please attach your cover letter (including salary expectations) and resume as one document and reference **"Systems Administrator"** clearly in the subject heading.

UNICEF Canada sincerely thanks all applicants for their expressed interest in this opportunity, however, only those selected for an interview will be contacted.

Consistent with our Child Protection Policy, the successful candidate must receive clearance by a police background check, including the vulnerable sector screen.

UNICEF Canada is an inclusive workplace and is committed to championing accessibility, diversity and equal opportunity. Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the requirements for the position.