



A Career Opportunity

UNICEF is the world's farthest-reaching humanitarian organization for children. Across 190 countries and territories, and in the world's toughest places, we work day in and day out to help children survive. To defend their rights. To keep them protected, healthy and educated. To give them a fair chance to fulfil their potential. Our work for every child relies entirely on voluntary support, including donations from generous Canadians.

Systems Administrator

(Contract; Full-time; based in Toronto)

The Systems Administrator is responsible to serve as the first line of contact for IT user support and services across the organization. Additionally, this role will support backend server and networking systems including phones, phone servers and related equipment.

The responsibilities of the position will include (but not limited to):

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 People & Organizational Development and Manager to set up new users and provide 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 through unicef.org.
- Provide primary support for staff cell phones and cell phone plans liaising with cell phone provider and managing roaming plans.



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- Lead discussions with stakeholders to define business and systems requirements for technology replacements and/or new implementations.
- Support the Senior Systems Administrator with technical research and recommendations on emerging products, services, protocols and standards.
- Act as backup for the Senior Systems Administrator, as required.

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.
- 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.
- As an active member of the Business Continuity Plan (BCP) Response Team, assist and maintain the organization's BCP, including regular reviews, testing, and updating documentation.

Telephony (20%)

- Lead for the 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

Project Management and Administration (10%)

- Lead on implementation of technology replacements and/or upgrades projects as delegated by Director, Finance & IT or Senior Systems Administrator, including preparation of business cases.
- Manage and track all computers, printers and periphery equipment in asset management program.
- Maintain current documentation of standard operating procedures and technical diagrams.
- Troubleshoot hardware related problems replacing/repairing as necessary.



The ideal candidate will have:

- A post-secondary education in IT, or equivalent years' experience of IT training.
- A minimum of three (3) plus year's relevant work experience with thorough knowledge and experience with Windows XP/ 7, 8.x, 10/Server 2003/2008/2012 and MS Office 2007/2013
- Experience with virtualization technologies – Hyper-V 2012, ESX 5.5 (an asset).
- Knowledge and experience with ArcServe Backup and UDP, Blackbaud Raiser's Edge and Financial Edge, Microsoft Exchange, and Microsoft SharePoint (MOSS 2007) would be an asset.
- Extensive experience with computer/printer hardware components and peripheral equipment.
- Knowledge of antivirus systems.
- Strong communication and documentation skills.
- Strong customer service skills.
- Technical familiarity with Cisco phone systems (preferred).

Salary range: \$52,000 to \$60,000 per year.

For consideration, please submit your resume and cover letter to careers@unicef.ca by **September 10, 2022**. 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 Safeguarding Policy, the successful candidate must receive clearance by a police background check, including a 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.



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