

<b>Job title:</b>	Systems Administrator
<b>Departments:</b>	Centre for Health Evaluation and Outcome Sciences (CHÉOS) & CIHR Canadian HIV Trials Network (CTN) at the Providence Health Care Research Institute (PHCRI)
<b>Location:</b>	St. Paul's Hospital, Vancouver, BC
<b>Salary:</b>	Salary commensurate with experience
<b>Desired Start Date:</b>	As soon as possible
<b>Full/Part-time:</b>	Full-time
<b>Term:</b>	1 year, renewable
<b>Possibility of Extension:</b>	Dependent on grant funding
<b>Application Closing Date:</b>	Open until filled
<b>How to Apply:</b>	Interested candidates should email their resume with cover letter to <a href="mailto:hr@cheos.ubc.ca">hr@cheos.ubc.ca</a>

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## Job Summary

The Systems Administrator is responsible for the upkeep, configuration and reliable operation of computer applications, servers, client devices (such as desktops, laptops, and mobile devices), networking, and security.

The Systems Administrator works closely with CHÉOS/CTN staff including other IT/systems professionals, programmers, administrative staff, physicians, research assistants, data managers, biostatisticians, graduate students and fellows.

Located at St. Paul's Hospital, CHÉOS is an interdisciplinary collective founded to pursue excellence in health outcomes research. In addition to conducting its own research, the Centre's other primary function is to offer methodological expertise to other researchers, including assistance with study design, statistics, health economics, data management, and grant facilitation for both health outcomes research and clinical trials. The Centre consists of 65-70 faculty members and 130-150 staff and research personnel.

The CTN is an innovative partnership of clinical investigators, physicians, nurses, people living with HIV/AIDS, pharmaceutical manufacturers and others that facilitate HIV clinical trials of the highest scientific and ethical standards. Established in 1990 as a cornerstone of the federal AIDS Strategy, the CTN is funded by the Canadian Institutes of Health Research (CIHR), and jointly sponsored by the University of British Columbia (UBC) and St. Paul's Hospital (Providence Health Care) in Vancouver.

## **Work Performed**

This position includes installing and configuring system hardware, software and networks, establishing and managing user accounts, upgrading software, and performing backup and recovery tasks.

### System Administrator Responsibilities:

- Manage virtual and physical servers with Windows Server 2008– 2012 R2, as well as Linux and Solaris operating systems.
- Manage VMware, Active Directory, Microsoft Exchange, and domain controllers.
- Perform day-to-day administration of the company's network infrastructure.
- Monitor and troubleshoot network performance and security issues.
- Ensure the security of the server infrastructure by implementing industry best practices regarding privacy, security, and regulatory compliance.
- Develop and maintain documentation about current environment setup, standard operating procedures, and best practices.
- Manage end user accounts, permissions, access rights, and storage allocations in accordance with best practices.
- Perform and test routine system backups and restores.
- Anticipate, mitigate, identify, troubleshoot, and correct hardware and software issues on servers and workstations. Escalate incidents as necessary.
- Practice server asset management, including maintenance of server component inventory and related documentation and technical specifications information.
- Recommend, schedule, and perform software and hardware upgrades, patches, and reconfigurations.
- Manage the physical environment of the server racks including cable management, documentation, labelling, and configuration of KVM switching for console and remote access.
- Build and deploy new servers on the network as needed.
- Manage NAS, SAN, and MS DFS storage systems.

### *Install, configure, maintain, and monitor the following systems:*

- VMware Infrastructure that includes multiple physical hosts and Virtual Servers.
- MS Exchange email server.
- SharePoint server, Skype for Business.
- VPN Remote Access.
- Password and Identity Management.
- System backups using Retrospect and VEEAM Backup and Replication with EXAGRID disk storage.
- SonicWall Firewall and Email Gateway.
- Active Directory.

### Desktop Support Responsibilities:

#### *Hardware and Software Services:*

- Provide hardware and software services to the end user according to the department's policies and service levels.
- Perform intermediate-to-advanced MAC and Window (installs, moves, add, changes) services:

- Hardware roll-outs, refreshes, and other hardware deployment related activities on PCs, laptops, printers, servers, etc.
- Handle software installation/support/upgrades.
- Perform license updates/installations and removals.
- Assist end users by recommending appropriate solutions for new hardware and software purchases.
- Other related duties as may be assigned from time to time.

*Desktop Support and Troubleshooting Services:*

- Responsible for performing help desk line services according to the department's policies and service standards.
- Receive incoming communication regarding desktop problems; troubleshoot and respond to all issues.
  - Enter all calls into automated tracking system; ensure proper follow-up is carried out and calls are resolved in a timely manner; record resolutions.
- Collaborate within the department to ensure efficient operation of the Centre's desktop computing environment.
- Assist with testing of new desktop applications as required.
- Communicate critical situations with other team members and to end users.
- Other related duties as may be assigned.

*Administrative Services:*

- Responsible for performing all administrative tasks in accordance with the department's policies and service standards.
- Accurately complete all administrative work as required for department, including, but not limited to: documentation of desktop equipment or component failure, repair, installation and removal; hardware/software inventory; and issue tracking system.
- Assist in preparing, maintaining, and updating all policies and procedures required for the IT group.
- Provide project assistance as required.
- Other related duties as may be assigned.

**Supervision Received**

Reports to the Chief Information Officer, works closely with and takes direction from the Director of Operations.

**Supervision Given**

This position does not include supervision of other staff.

**Consequence of Error/Judgement**

The Systems Administrator works independently with minimal supervision. Poorly administered systems, login setups, and desktop setups could have a detrimental impact on functionality, result in lost productivity and/or negatively affect fee-for-service revenue. Inadequate security of logins and systems could result in unauthorized access or inability to access critical data for CHÉOS, CTN, and its affiliates. The incumbent is required to conduct all activities in accordance with institutional policies and procedures, including research ethics, data privacy, and confidentiality.

## **Working Conditions**

The incumbent will be working in CHÉOS/CTN located at St. Paul's Hospital and will be provided with appropriate work space.

## **Qualifications**

The incumbent must have a Diploma or Degree in the field of computer science, information systems, systems administration or relevant experience, as well as the following qualifications:

- 3+ years' experience in system administration.
- Ability to communicate effectively both verbally and in writing.
- Ability to work independently with minimal supervision and deliver high quality results.
- Ability to adapt quickly and work well in a fast paced and diverse team environment.

The following qualifications are preferred but not necessary:

- Experience in health care or health-related industries.
- Experience with clinical trials management systems (InForm, RedCap, BioClinica).

*Equity and diversity are essential to research and academic excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.*

*All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.*

***We thank all applicants for their interest in this position. Only those selected for an interview will be contacted.***