

## SYSTEM ADMINISTRATOR

Pay Group TBD

### JOB DESCRIPTION:

#### 1. General

The System Administrator reports to the Director of Finance & Operations and is responsible for coordinating, planning, leading, developing, installing, configuring, and maintaining corporate hardware, software, and any related infrastructure activities.

The System Administrator provides the Directors' Team with input that helps determine the IT needs of the Museum and is responsible for implementing computer systems to fulfill the Museum's information systems, print and electronic support requirements. The System Administrator provides input into the development of IT plans.

The System Administrator ensures implementation of plans that ensure functionality, data consistency, security and usability of systems aligned with the Manitoba Museum's priorities and enables staff members to do their work effectively. Working with all departments, the position will assist in the development of a digital strategy and take a leading role in its implementation.

The System Administrator is responsible for diagnosing and resolving performance issues to ensure optimal performance and reliability. The System Administrator is accountable for planning updates and maintenance of hardware and software resources to mitigate limitations and combat obsolescence.

The incumbent is a self-starter and provides leadership for the Museum's IT initiatives.

Child abuse registry and criminal checks will be required of the successful candidate.

#### Key Accountabilities & Typical Duties

##### A. Priority 1- Manage Museum IT infrastructure

Manage all IT infrastructure utilized by the Museum.

- i. Lead IT projects, including the design and deployment of new IT systems and services.
- ii. Monitor performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure.
- iii. Provide input into the definition of IT infrastructure strategy, architecture, and processes.
- iv. Analyze business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs.
- v. Assess vendors and develop test strategies for new hardware and software.
- vi. Troubleshoot hardware and software issues related to internal IT.
- vii. Ensure continuous Internet connectivity – WIFI – develop contingency planning for outages.
- viii. Maintain gallery exhibit displays and interactives.
- ix. Ensure POS systems at Box Office(s) and Shop remain fully operational with periodic hardware upgrades.
- x. Understand and assist with Planetarium hardware and software concerns.
- xi. Create and maintain inventory listing of all Museum IT infrastructure.
- xii. Source and implement print solutions.
- xiii. Source and implement phone/voice solutions.
- xiv. Coordinate set-up of necessary equipment for various projects/initiatives, such Virtual Programming, Rentals (Host it Here), video production, traveling exhibitions.
- xv. Manage Museum's Techsoup account including sourcing of upgrades to applications.

B. Priority 2- Implementation of Museum’s Digital Strategy

- i. Assist with development of a digital strategy for the Museum which seeks to improve processes and increase community engagement.
- ii. Participate in consultation with all divisions to understand needs as they relate to the Museum’s digital infrastructure.
- iii. In consultation with external consultant(s) and Museum directors, assist in the creation of a roadmap for advancing the Museum’s digital/IT priorities.
- iv. Act as a project manager for the implementation of the Museum’s digital strategy.

C. Priority 3: Information & Communications Technology Systems Maintenance, Uptime & Budget

Maintain, support and update the IT network (hardware and software) to ensure efficient operational service delivery by all staff and minimal downtime within budget.

- i. Maintain, troubleshoot and administer the servers and IT network systems.
- ii. Document all aspects of IT details including installation procedures for desktops and notebook computers only, workstation update bulletins, computer use documents, user instructions, and maintenance of inventories & details of software/hardware deployment.
- iii. Maintain and install network cabling and hardware, etc.
- iv. Install and repair hardware.
- v. Liaise and collaborate with our IT Managed Service Provider to ensure effective “help desk” support functions to all IT users, that is, problem-solving services and information to network users.
- vi. Provide support in developing and managing the IT operating and capital budget.
- vii. Manage relationship with external managed services company to ensure clear lines of responsibility and communication of such with Museum employees.

D. Priority 4- IT System Security Maintenance

Develop and implement appropriate up to date IT system security that ensures adequate data backups, recovery and protection from unauthorized access.

- i. Set-up and configuration of workstations including installing operating system, installation of software (i.e., ATMS, Patrons Edge, Financial Edge, CounterPoint, Volunteer Impact, MS Office, PhotoShop, etc.), user and program settings, and permissions
- ii. Assign IP network addresses, file sharing and permissions, Internet & e-mail access
- iii. Monitor network traffic, monitor anti-virus protection, check log files, write script files, security and password settings.
- iv. Maintain and monitor data backups and disaster recovery operations.
- v. Maintain firewall and network access (VPN).
- vi. Facilitate and promote use of cloud applications and MS Office OneDrive.

E. Priority 5- Manage Telecommunications and Internet Connectivity

Maintain effective telecommunications technology, infrastructure and internet connectivity to support efficient and smooth delivery of services.

- i. Ensure all hardware supplied is in good working order and connectivity is strong.
- ii. Manage approved telephone system and voice messaging provider relationship.
- iii. Manage approved internet service provider relationship.
- iv. Manage approved I.T. and network third party provider relationships to support systems maintenance, uptime & security.

F. Priority 6 – Other duties as reasonably assigned.

- i. Designing training programs and workshops for staff.

## MINIMUM REQUIRED QUALIFICATIONS

### 1. Skills, Abilities and Knowledge

#### i. **Technical Skills:**

- Strong applications and systems (including hardware and software) support skills.
- Able to research and recommend improvements to hardware, software and infrastructure (Telephone, Servers, Storage, Network, and Security).
- Strong knowledge in the administration and use of the following: Windows Server, Active Directory, IIS, Windows 10, VMware, Veeam, Exchange 2010 and Office 365
- Strong knowledge with monitoring tools.
- Practical knowledge in use, installing and troubleshooting Microsoft operating systems and applications software.
- Able to install and troubleshoot specialized network software such as SQL databases (i.e. ATMS, Raisers Edge, Financial Edge, CounterPoint), Cuadra STAR, Microsoft Exchange, backup and virtualization management software (i.e. VMware).
- Working knowledge of networking protocols, intrusion detection, firewalls, servers, routers, hubs, switches, ISP services etc.
- Able to prepare estimates of materials and labour required
- Identify and negotiate with vendors of materials, equipment or supplies; evaluate, organize and assist with purchasing activities.

#### ii. **Interpersonal & Communication Skills**

- Effective working relationships with all departments.
- Able to effectively recognize and manage interpersonal communication needs
- Able to work independently or as part of a team.
- Strong communication skills at an individual level.
- Strong ability to multi-task and work on various projects at the same time.

### 2. Education, Training and Experience

- i. Bachelor's degree in Information Technology, Computer Science, Information Systems or related field plus Certification in relevant technology (Windows Server, Active Directory, IIS, Windows, VMware and Exchange,
- ii. At least 5 years of experience working in IT operations,
- iii. Excellent working knowledge of computer systems, security, network and systems, administration, databases and data storage systems, and phone systems,
- iv. Strong critical thinking and decision-making skills,
- v. Excellent project management skills and strong ability to prioritize,
- vi. Firm grasp on IT infrastructure and operations best practices, or
- vii. An equivalent combination of education and experience.

The incumbent will report to the Director of Finance & Operations. Application deadline is September 22, 2021.  
Please submit your resume including cover letter that states your salary expectations to:

**Manager of Volunteer & Employee Relations**

**The Manitoba Museum**

**190 Rupert Avenue Winnipeg,**

**Manitoba R3B 0N2**

[hr@manitobamuseum.ca](mailto:hr@manitobamuseum.ca)

*We are not able to acknowledge receipt of applications submitted via Fax or mail.  
The Manitoba Museum is committed to employment equity and welcomes diversity in  
the workplace.*

*We thank all applicants for their interest; however, only those being considered for  
interviews will be contacted.*