

Summary:

The role of Systems Administration Manager is key within the IT department, as well as contributing to the overall success of Phantom Screens in terms of information technology. The primary objective of the Systems Administration Manager is to support and maintain all current IT systems and infrastructure.

The Systems Administration Manager will contribute towards this by managing and assisting with first line support for all departments and the ongoing operation of all IT systems and processes that are essential to departmental business requirements. This also includes the design, installation, configuration, optimization, maintenance, and support of various systems and some database server administration and access to and navigation of job-related IT data. The Systems Administration Manager will also provide leadership in the development and implementation of system and security standards.

The Systems Administration Manager will achieve this by working closely with the VP of Technology Solutions. As an integral member of the Phantom team, the incumbent will champion the organization's overall vision and is expected to consistently demonstrate, and encourage in others, the organization's core corporate values.

Department Structure:

There are currently no direct subordinates reporting to the position of Systems Administration Manager. This position does however, entail managing our relationship with our co-managed services provider and their on-premises staff. The Systems Administration Manager will also collaborate closely with the System Development Manager to ensure that all systems are monitored and maintained as designed.

Positions reporting to the VP of Technology Solutions are the Systems Administration Manager and System Development Manager.

Our Values:

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are required to help us achieve this by practicing our core values.

- To Speak the Truth
- To Pursue Excellence
- To Serve Each Other
- To Practice Stewardship

Position Responsibilities:

(include but are not limited to, the following)

- Manage the team and its work
 - Internal and external resources
 - Develop operational plans, sets priorities, and manage the implementation.
 - Manage direct (future) and indirect staff and provide functional and administrative supervision for these resources and prioritize projects.
 - Analyze and report on team resource allocation and project future staffing needs.
 - Report on projects, identify issues and develop possible solutions.
 - Helpdesk

- Provide first line IT support throughout the organization, escalating issues with internal or external resources as appropriate.
 - Lead desktop and helpdesk support efforts, ensuring all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions
 - Resolve highly complex system errors and issues, which may involve advanced knowledge of operating systems, networks, and deployed software.
 - Projects
 - Serve as a project manager, creates project documents, including plans, schedule and task lists and manage resource allocations, schedules, and risk.
 - Communicate with top-level project sponsors and project leaders regarding status of specific projects.
 - Source and liaise with various external partners to monitor outsourced projects or tasks.
- Manage Corporate Systems
 - Hardware
 - Manage all servers and workstations to ensure the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization.
 - Research and recommend appropriate and cost-effective workstations and other hardware and oversee the deployment and replacement of equipment to meet departmental business requirements needed to support staff working in the office or remotely.
 - Under the direction of the VP of Technical Solutions, manage the hardware and software assets.
 - Work closely with vendors to ensure the maintenance of a variety of equipment, such as photocopiers, printers, telephones, mobile devices, and other systems.
- Manage the maintenance, configuration, and operation of the computer systems and network
 - Network
 - Manage the operation of all LAN/WAN-related network services, hardware, and security, such as firewalls, Active Directory, DHCP and DNS.
 - Manage appropriate user access and permissions
 - Manage the deployment and implementation of automated monitoring, management, and support platforms.
 - Software
 - Manage enterprise-level software packages, including Microsoft SQL Server, Macola ES, Synergy, and Event Manager and Microsoft/Office 365. This includes monitoring and managing all upgrades and/or new installations.
 - Develop and maintain systems and processes with other members of the Technology Solutions team to monitor and optimize responses to issues affecting hardware, software, and other critical business systems processes; this includes ongoing preventative maintenance.
 - Manage the Windows workstations and notebooks, and other mobile devices.
 - Data
 - Manage the database administration for corporate databases.
 - Manage user access to data such as files, reports and other corporate systems while safeguarding data
 - Responsible for capacity and storage planning, as well as database performance
 - Business Continuity

- Manage the back-up and recovery measures for all critical systems.
 - Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- Documentation & Planning
 - Ensure that all Technology Solutions systems, processes, and associated hardware and software are properly documented.
 - Manage an accurate inventory of all hardware assets
 - Identify and document all SAAS applications
 - Assist in the development of annual departmental budgets.
- Manage Cyber-Security
 - Work closely with the VP of Technical Solutions as well as other external partners to ensure the ongoing implementation of appropriate security practices
 - Manage network security policies to ensure corporate computer networks and systems remain secure. This includes establishing security requirements, implementing network security policies, monitoring traffic for suspicious activity, configuring and supporting security tools, identifying threats, updating disaster recovery protocols and training employees in security awareness/procedures.
- Other Responsibilities:
 - Manage any special projects as determined by the VP of Technology Solutions.
 - Provide hands on system administration support as needed to support the ongoing operation and development of the department and other duties as assigned.

Position Requirements:

TEAM WORK

- Excellent team skills and a demonstrated ability to work with members of other departments, at all levels of the company.
- Possesses a passion to serve internal customers well

COMMUNICATION

- Excellent communication skills, both verbal and written; fluent in English.

SYSTEMS ADMINISTRATION

- A keen understanding of the need to maintain confidentiality when coming into contact with sensitive information.
- A desire to effectively utilize technology solutions and information systems to assist, support and improve all business processes.
- A long-term perspective and commitment to improving Phantom's technology solutions systems and to improving and supporting Phantom's business objectives and processes.
- Dedicated to the long-term success of the company.
- An individual who enjoys and is motivated to assist others to succeed through collaboration and support.
- An analytical, detail oriented, technically inclined problem solver with the initiative and tenacity to identify and implement solutions to problems.
- A confident, results-oriented self-starter with a professional and positive disposition and the ability to maintain composure when under pressure.
- Strong interpersonal skills; equally comfortable working effectively within a team environment or independently in order to accomplish departmental and organizational goals and objectives.

- Demonstrated oral and written communications skills, with the ability to create reader-friendly technical documents.
- Some familiarity of working within a manufacturing environment and ideally conversant in the terminology and concepts common to a manufacturing company.
- Organized, methodical and able to remain calm and focused in an environment subject to frequent interruptions.
- A demonstrated ability to work with external vendors such as Managed Services providers, as well as other software vendors or external consultants for corporate systems such as ERP or Microsoft 365.

MANAGEMENT

- Demonstrated ability to manage and/or work with external partners such as managed services providers, database specialists and cyber-security professionals.
- Demonstrated ability to manage and lead systems admin specialists on a day-to-day basis.
- Demonstrated ability to work under pressure and dynamically manage priorities.

PROJECT MANAGEMENT

- An understanding of the principles of project management and experience managing projects, especially those projects where the requirements may not be known in advance or may not have been communicated well.
- A demonstrated ability to select and use, as appropriate for the nature, risk and timeline of each project, either agile or waterfall project management approaches.
- A demonstrated ability to work with internal and external partners, stakeholders, and project team members to effectively manage and complete projects as planned, including the ability to address changing project requirements as they may occur over the course of the project.

GENERAL APTITUDE/SKILLS

- Strong technical skills with attention to detail; is careful & precise.
- Excellent, creative problem-solving skills, to investigate and find the best solutions.
- Self-motivated, flexible, pragmatic, proactive and able to handle a variety of tasks.
- Excellent interpersonal and customer service skills including teamwork, respect and courtesy.
- Demonstrates skill, passion and creativity in the work and projects completed.
- Strong analytical skills.
- A fast, independent learner.

Academic Qualifications and Work Experience:

Grade 12 General Education Diploma, or equivalent. A minimum of 2 years post-secondary education in Computer Information Technology & Systems (incorporating Microsoft PC & Server OS's, networking, Active Directory, IIS, MS Office, MSSQL, SQL, Crystal Reports), and a minimum of 2 years' experience in a similar system support role, preferably within the field of manufacturing.

An equivalent combination of education and experience may be considered.