

City of Kingston

Systems / Network Administrator

Job Number: J0425-0101

Bargaining Unit: Non-Union

Job Type: Regular, Full-time

Salary: \$85,799.10 - \$107,172.54/Year

Comprehensive Benefit Plan paid by employer

Defined Benefit Pension Plan-OMERS

Hours of Work: 35 hrs/week, with the ability to work regularly after-hours for on-call schedule (1 week rotational), weekends, and outside of regular business hours. Regular requirements to travel to various work sites to provide on-site technical support.

Closing Date: May 6, 2025

Opening Statement

The City of Kingston is grateful to experience the traditional territories of Anishinabek (Ah-nish-nah-beg), Haudenosaunee (Ho-den-o-show-nee) and Huron-Wendat (huron-wen-dat). Kingston is a smart, livable city in the heart of eastern Ontario. Its stable and diversified economy includes global corporations, innovative start-ups and all levels of government.

At the City of Kingston, we believe that diversity and inclusion are essential elements of a thriving workplace. We value the unique perspectives and experiences that each individual brings to our team. As we continue to grow, we are dedicated to creating an environment where all employees feel welcomed, respected, and empowered to contribute their best work. The City of Kingston views diversity as its strength and we encourage applications from individuals of all backgrounds, including those from underrepresented communities.

As staff, you play a pivotal role in enhancing people's lives by delivering exceptional, customer-centered services of the highest quality. Within our highly ethical environment, you'll embrace accountability by consistently going above and beyond, actively listening to our customers, creatively addressing their needs, and maintaining unwavering respect for all individuals you serve. As a result, you'll become an integral part of our qualified and dynamic team, recognized for its compassion, excellence, integrity, inclusivity, and adaptability.



Position Summary

As a member of the Technology Infrastructure Services group, the Systems/Network Administrator is responsible for the administration, maintenance, day-to-day operations and security of the information technology hardware and software infrastructure on premise and in the cloud. The System/Network Administrator will act as the subject matter expert and will plan, organize and manage resources to ensure high performance service delivery to meet customer service and project delivery goals and objectives.

This person is responsible for disaster recovery planning and execution to ensure minimal disruptions to business operations should these situations arise. Responsibilities also include identifying, planning, and executing technology upgrades and to make recommendations to management. The System and Network Administrator will collaborate with others in a multi-disciplinary setting to implement, maintain and improve Cyber Security policies throughout the technology landscape while enabling and enhancing service delivery to staff, partners and residents.

KEY DUTIES & RESPONSIBILITIES:

- Ensure high availability, high performance, sufficient capacity, supportability, cyber security, and system recoverability.
- Responsible for the management of the information technology hardware and software infrastructure components including network switches, routers, firewalls, servers, storage, operating systems, applications, and any other network infrastructure and related services.
- Administers cloud environments including M365 Tenant and associated integrations in a hybrid environment.
- Maintains the operating systems at the current release and applies changes and updates, as necessary, to ensure continued software support by the vendor.
- Manages network software such that it is up-to-date with the changing network configuration to facilitate network changes and/or troubleshoot network services.
- Provide technical support, guidance, and advice to users, clients, and other staff including; training, troubleshooting, diagnosis, remediation, setup, and assistance in the secure use of technology infrastructure.
- Monitor and manage the performance, security, and service availability of systems and services and reporting on security and performance issues to ensure that both meet or exceed industry standards in addition to end-users and organizational expectations.
- Detect, classify, investigate, track, resolve, and monitor incidents and problems as well as proactively analyzing trends and causes to avoid recurrence.
- Plan, organize, and manage resources to bring about the successful completion of specific information and communication technology project goals and objectives.

- Forecasts requirements for hardware and software or operational changes based on performance monitoring and capacity planning to make sure the systems have sufficient resources.
- Researches new products and systems that may be of benefit to the organization and stays up-to-date with technological advances.
- Develops documentation on the system configuration, operational procedures, and backup and disaster recovery procedures to ensure effective and efficient operations. Participates and advises in the development of the systems architecture for the organization.
- Other duties as assigned.

Qualifications, Competencies

- 2 year Computer Networking or Computer Systems Technician diploma or related program
- 3 years of recent and relevant practical related experience in systems/network administration in a large networked, client/server computing environment
- Azure Certifications required.
- Recent and relevant municipal government experience preferred.
- Certification in the area(s) of ITIL, networking (ex. CISCO CCNA), operating systems (ex. MS Windows Server, Linux), M365, or other technical services (ex. Security, MS-SQL) preferred.
- Must demonstrate corporate values of Belonging, Collaboration, Accountability, and Innovation.

Skills, Abilities, Work Demands

- Proficiency with network and virtualization technologies, storage management, business systems integrations, and cloud systems management preferred.
- Must have excellent communication skills with the ability to influence others
- Strong, effective customer service and interpersonal skills
- Ability to work in a team environment, liaise with key stakeholders and to function effectively with minimal supervision
- Strong time and project management skills with the ability to multi-task and prioritize
- Strong problem-solving skills with the ability to gather and interpret information
- Strong analytical and research skills with the ability to formulate solutions to complex issues
- Demonstrate integrity; adhere to professional standards, regulations and corporate policies and procedures (e.g. Code of Conduct)

- Required to obtain and maintain a satisfactory criminal record check
- Regular requirements for after-hours and weekend service delivery to reduce impacts on clients.
- Requirements for on-call service coverage (one week rotational) after regular working hours.
- Regular requirements to travel to various work sites to provide on-site technical support.

Closing Statement

Please apply to Career Opportunities at: www.cityofkingston.ca/Careers

Please inform us of any accommodations we need to make to ensure a barrier-free recruitment experience. Accommodations are available in accordance with the Ontario Human Rights Code (OHRC) and Accessibility for Ontarians with Disabilities Act (AODA) at any stage in the recruitment process. We're happy to provide more information if you email us at HRCity@cityofkingston.ca

Your resumé must demonstrate how you meet position requirements. Please upload to your profile any educational Degrees, Diplomas and/or Certificates that are relevant and required for the position. We thank all who apply, however, only those selected for further consideration will be contacted. Information collected will be handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

[Please CLICK HERE to Apply](#)