



Job Posting

About the CFPC

Representing more than 39,000 members across the country, the College of Family Physicians of Canada (CFPC) is the professional organization responsible for establishing standards for the training, certification and lifelong education of family physicians and for advocating on behalf of the specialty of family medicine, family physicians and their patients. The CFPC accredits postgraduate family medicine training in Canada's 17 medical schools.

Our Mission: Leading family medicine to improve the health of all people in Canada—by setting standards for education, certifying and supporting family physicians, championing advocacy and research, and honouring the patient-physician relationship as being core to our profession.

Our Vision: Leading family medicine. Improving lives.

Our Values: Caring; Learning; Collaboration; Responsiveness; Respect; Integrity; and Commitment to Excellence.

We are recruiting for an IT Operations Analyst

Posting #: 2019-51
Department: Infrastructure and User Support
Division: Information and Technology Services
Reports to: Director, IT Security, Infrastructure and User Support
Classification: Support Staff
Job Family: Professional/Knowledge Worker
Status: Permanent Full Time
***FTE:** 1
Level: 6

Summary:

The IT Operations Analyst provides coordination, planning and support for all operational services and technical implementation of IT technology and services deployed at the College of Family Physicians of Canada (the "College").

Responsibilities

Essential Duties include:

- Assist the Director in the creation of the yearly operating and capital budgets
- Coordinate the selection, planning, development, and rollout of IT Infrastructure Services

- Develop IT operating policies related to Infrastructure, Security and other IT policies as needed
- Overseeing vendors providing IT Infrastructure Managed Services
- Develop and present IT operational reports relating to Help Desk, Backups, Security incidents and other IT Infrastructure related services
- Assist the Director in supporting and monitoring on-going PCI-DSS compliance
- Work with the IT Infrastructure Analyst to maintain the IT infrastructure availability level of 99.9% or better; report, investigate and resolve any issue preventing achievement of 99.9% availability
- Solve system problems independently with little supervision and/or minimal guidance
- Remain current with evolving technological products and features and constantly changing business needs, internal standards, and industry best practices
- Recommend corrective action (including restarting services and rebooting servers) to restore systems during an outage
- Review designs and implement server, storage and network infrastructure ensuring service delivery targets, technical requirements, capacity requirements, industry standards, and budget constraints are met
- Create and maintain technical roadmaps for hardware and software compliancy
- Maintain all IT assets and responsibilities for inventory control
- Maintain and optimize College Database servers, including creation of databases, access to databases and associated controls
- Maintain and improve The College's backup and data protection infrastructure
- Support the College's video and audio-conferencing systems
- Maintain College data centre and colocation facilities
- Escalate production incidents to application team and/or senior management
- Action Help Desk tickets for Infrastructure or other related activities
- Provide after hours on-call support on a rotational basis
- Mentor, train and provide guidance to other IT staff

Related Duties:

- Ensure effective and professional communications with all internal/external contacts
- Develop and maintain collaborative relationships at all levels of the organization
- Work in accordance with all CFPC policies, procedures, and processes and with all applicable legislation
- Work in accordance with all health and safety requirements
- Demonstrate behaviours aligned with the CFPC Values
- Contribute to delivering on the overall work plan of the department and strategic goals of the CFPC
- Participate in the development and/or execution of special projects as required
- Participate on internal staff committees or working groups as required
- Assist with the mentoring and training of new team members as required
- Support the team and collaborate with colleagues to ensure departmental needs are met, including absence coverage and cross-training as required

Requirements

- Undergraduate degree in a related field (i.e. BSc in computer science)
- Microsoft Certified Solutions Expert or Azure Certification required
- Relevant HP or Cisco certifications is an asset
- ITIL Foundation certification is an asset
- 6 to 9 years of experience in a diverse infrastructure environment with proficiency in the following areas:

- IT Security, Cybersecurity, and threat management.
- Complexed Hybrid and Cloud environments
- HP Storage Array and Blade technology – 3PAR and HPE SimpliVity
- IT Cloud Infrastructure Design and Integration – Azure, AWS, and Google cloud.
- Microsoft Windows technologies including Hyper-V, VMware, System Center VM, Active Directory, DNS, DHCP, Group Policy's and PowerShell scripting
- Proficient with Microsoft O365 collaboration tools for detecting, protecting, and eliminating spamming, phishing and other threats related content
- Proficient with Linux/Redhat technologies and server security hardening principles
- Proficient with Anti-virus products, Remote Management, System Automation, Windows patching tools, server image creation
- Strong practical knowledge of Incident Management, Problem Management and Root Cause Analysis
- Proven ability to produce a variety of business documents that demonstrate planning, command of language, clarity of thought and orderliness of presentation
- Strong ability to manage multiple concurrent objectives, projects, groups, or activities
- Effective judgment in prioritizing and time allocation
- Excellent team collaboration and work ethic with commitment to following procedures set in place in order to provide reactive and proactive support for the College
- Verbal and written communication skills, with ability to express ideas and opinions clearly and effectively in English; French is an asset

Working Conditions

- Open-concept office environment
- Available to support users remotely
- Team schedule will include shifts between 7:30 a.m. – 5:00 p.m. Monday to Friday
- Available for rotational on-call schedule
- Flexible to work occasional after hours or weekends for planned or emergency infrastructure needs

**If you share our passion, and are committed to living our CFPC Values
please submit a cover letter and your résumé referencing the posting#2019-051 to: careers@cfpc.ca by September 25, 2020.**

The CFPC is committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, The CFPC encourages applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the recruitment and selection process. If selected to participate in the recruitment and selection process, please inform Human Resources of any accommodation(s) that you may require to ensure your equal participation.

We thank all those who apply but only those selected for further consideration will be contacted.

**Full-Time Equivalent*

