Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
Toll Free Phone: (866) 225-9067
Toll Free Fax: (877) 825-7564
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Keewatin, ON P0X 1C0

Service Administrator / Administrateur.trice De Services

Job ID	**E8-0A-8C-9A-23-F5**
Web Address	https://careers.indigenous.link/viewjob?jobname=E8-0A-8C-9A-23-F5
Company	Bishop's University
Location	Sherbrooke, Quebec
Date Posted	From: 2021-06-16 To: 2021-12-13
Job	Type: Full-time Category: Information Technology
Job Salary	Classe 15 :$29.78 To/Ã $38.87 Per Hour /de Lâ€™heure (APBU â€“ Unionized

Position/ Poste SyndiquÃ©)

Languages	English And French / Anglais Et FranÃ§ais

Description

Posting 21-15 (Regular full time position)

The following statements are intended to describe the general nature and level of work performed. They are not representing an exhaustive list of all responsibilities, duties and skills required.

Bishopâ€™s University is seeking an IT Service Administrator for a regular full-time position in the IT Client Services department. Reporting to the IT Client Services Manager, the incumbent will act as the key agent in the configuration and maintenance of the systems and services that fall under the responsibility of IT Client Services. This includes mobile device management (MDM) application suites, the Octopus ITS ticketing system, Moodle and any other â€œeducational technologyâ€• platforms in use by the University, campus digital signage, myBU, and the cybersecurity training and awareness platform. This position has a work week of 35 hours from Monday to Friday with occasional evenings and weekends required.

Nature of Duties & Responsibilities:

-Setup and management of the deployment workflows in MDM applications to deploy mobile devices, laptops, and desktops with the correct settings and applications;

-Building-out of the workflows necessary to maintain those devices throughout their lifecycle, from installing and updating applications, updating the operating system, and remotely changing settings when necessary;

-Development of the scripts and other programs required to automate and enhance the MDM process;

-Use of source code management tools (Git) for all developed code;

-Evolution of the Octopus ITSM tool to enhance the experience for end users, and to further automate eligible aspects of the application for IT efficiency;

-Configures, maintains, and evolves the educational technology platforms in use by the University, including Moodle, the lecture-capture system, and additional tools;

-Setup of templates for the campus digital signage system and customization of the campaigns to allow for context specific content to be intermixed with University-wide content;

-Development of scripts to enhance digital signage with live data from around campus, including pictures, counting data, weather from IoT devices, or emergency alerts from the SafeGaiter system;

-Design and maintenance of myBU and other Sharepoint sites as necessary;

-Configuration, use, and ongoing development of the Universityâ€™s selected Cybersecurity Awareness and Training application;

-Ensures that all systems and end-user devices are kept up-to-date and using an appropriate patching cadence to meet with all internal and governmental security guidelines;

-Occasional user training of either IT staff or end-users in the use of applications within the purview of this role;

-Contributes to Bishopâ€™s IT evolution by tracking emerging technologies to determine their maturity and applicability to the University, recommending their introduction when appropriate;

-Performs additional similar/related tasks as required.

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AFFICHAGE 21-15 (Poste rÃ©gulier Ã temps plein)

Les Ã©noncÃ©s suivants sont destinÃ©s Ã dÃ©crire la nature et le niveau de travail gÃ©nÃ©ral. Ils ne reprÃ©sentent pas une liste exhaustive de toutes les responsabilitÃ©s, tÃ¢ches et aptitudes requises.

Lâ€™UniversitÃ© Bishopâ€™s recherche un Administrateur.trice de Services pour un poste rÃ©gulier Ã temps plein dans le dÃ©partement Services Clients TI. Se rapportant au Gestionnaire Services Clients TI, le titulaire du poste agira Ã titre de personne-ressource clÃ© dans la configuration et la maintenance des systÃ¨mes et services qui relÃ¨vent de la responsabilitÃ© des Services Clients TI. Ceci inclus les suites dâ€™applications de gestion des appareils mobiles (MDM), le system de billets pour support TI Octopus, Moodle et toutes autres plateformes de â€œtechnologies Ã©ducativeâ€• utilisÃ©es par lâ€™UniversitÃ©, lâ€™affichage numÃ©rique du campus, myBU et la plate-forme de formation et de sensibilisation Ã la cybersÃ©curitÃ©. La semaine de travail est de 35 heures, du lundi au vendredi avec des soirÃ©es et fins de semaine occasionnelles.

Nature des tÃ¢ches:

-Configurer et assurer la gestion du dÃ©ploiement des flux de travail MDM pour dÃ©ployer les paramÃ¨tres et applications appropriÃ©s vers les appareils mobiles, ordinateurs de bureau et portables;

-CrÃ©er les flux de travail nÃ©cessaires pour maintenir ces appareils tout au long de leur cycle de vie, depuis lâ€™installation et la mise Ã jour des applications, la mise Ã jour du systÃ¨me dâ€™exploitation et la modification Ã distance des paramÃ¨tres lorsque nÃ©cessaire;

-DÃ©velopper des scripts et autres programmes requis pour automatiser et amÃ©liorer le processus de gestion des appareils mobiles (MDM);

-Utiliser un logiciel de gestion de code source (Git) pour tous codes dÃ©veloppÃ©s;

-Faire Ã©voluer le logiciel pour support technique (ITSM) afin dâ€™amÃ©liorer lâ€™expÃ©rience des utilisateurs et automatiser davantage de fonctionnalitÃ©s pour assurer lâ€™efficacitÃ© TI;

-Configurer, maintenir et faire Ã©voluer les plates-formes technologiques Ã©ducatives utilisÃ©es par lâ€™UniversitÃ©, y compris Moodle, le systÃ¨me de capture de cours et des outils supplÃ©mentaires;

-Mettre en place des modÃ¨les pour le systÃ¨me dâ€™affichage numÃ©rique du campus et personnaliser des campagnes pour permettre de mÃ©langer du contenu spÃ©cifique Ã du contenu universitaire;

-DÃ©velopper des scripts pour amÃ©liorer la signalisation numÃ©rique avec des donnÃ©es en direct de tout le campus, y compris des images, des donnÃ©es de comptage, la mÃ©tÃ©o en provenance des appareil IoT ou des alertes dâ€™urgence du systÃ¨me SafeGaiter;

-DÃ©velopper et maintenir myBU et dâ€™autres sites Sharepoint tel que requis;

-Configurer, utiliser et dÃ©velopper en continu lâ€™application de formation et sensibilisation Ã la cybersÃ©curitÃ© qui a Ã©tÃ© sÃ©lectionnÃ©e par lâ€™UniversitÃ©;

-Sâ€™assurer que tous les systÃ¨mes et appareils des utilisateurs finaux sont tenus Ã jour en utilisant une cadence de correctifs (patchs) appropriÃ©e pour rÃ©pondre Ã toutes les lignes directrices internes et directives de sÃ©curitÃ© gouvernementales;

-Donner occasionnellement des formations dâ€™usagers Ã lâ€™Ã©quipe TI ou aux utilisateurs sur lâ€™utilisation des applications relevant de ce rÃ´le;

-Contribuer Ã lâ€™Ã©volution des STI de lâ€™UniversitÃ© en faisant le suivi des technologies Ã©mergentes afin de dÃ©terminer leur maturitÃ© et leur applicabilitÃ© Ã lâ€™UniversitÃ©; recommander leur introduction;

-Effectuer toutes autres tÃ¢ches connexes au besoin.

Experience

-Over 3 years of relevant experience;

-Experience with Linux/Windows shell scripting is essential;

-Experience with MDM solutions and workflows is beneficial.

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-ExpÃ©rience avec la programmation et scripts shell Linux/Windows est essentielle;

-ExpÃ©rience avec les flux de travail et solutions de gestion des appareils mobiles (MDM) est un atout;

-Plus de 3 ans dâ€™expÃ©rience.

Education Requirements

Bachelorâ€™s Degree in Computer Science

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BaccalaurÃ©at

Essential Skills

Fluent knowledge of English and working knowledge of French.

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MaÃ®trise de la langue anglaise et bonne connaissance de la langue franÃ§aise.

Weight Handling

Light and medium exertion / Efforts lÃ©gers et moyens

Other

Bishopâ€™s University implements an equal access employment / program under the Act respecting equal access to employment in public bodies and welcomes applicants who are committed to upholding the values of equity, diversity, and inclusion and who will assist us expand our capacity for diversity and inclusion. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including Indigenous peoples, visible and ethnic minorities, persons with disabilities, women and LGBTQ2+.

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Lâ€™UniversitÃ© Bishopâ€™s applique un programme dâ€™AccÃ¨s Ã lâ€™Ã©galitÃ© en emploi issu de la Loi sur lâ€™AccÃ¨s Ã lâ€™Ã©galitÃ© en emplois des organismes publics et accueille les candidats qui sâ€™engagent Ã respecter les valeurs dâ€™Ã©quitÃ©, de diversitÃ© et dâ€™inclusion et qui nous aideront Ã accroitre notre capacitÃ© en matiÃ¨re de diversitÃ© et dâ€™inclusion. Nous encourageons les candidatures de membres de groupes historiquement dÃ©favorisÃ©s et marginalisÃ©s, notamment les peuples autochtones, les membres des minoritÃ©s visibles et ethniques, les personnes handicapÃ©es, les femmes et les personnes LGBTQ2+.

How to Apply

If interested, please submit your curriculum vitae and cover letter, including what position you are applying for by June 27, 2021 before 4:00 pm to careers@ubishops.ca.

Per the Collective Agreement, priority will be given to qualified internal applicants. Please note that only candidates selected for an interview will be contacted and testing may be required; thank you for your interest. We provide support in the recruitment processes to applicants with disabilities, including accommodation that takes into account an applicantâ€™s accessibility needs. If you require accommodation in order to participate as a candidate in the recruitment process, please contact careers@ubishops.ca

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S.V.P. faire parvenir votre curriculum vitae ainsi quâ€™une lettre de prÃ©sentation, en indiquant pour quel poste vous appliquez dâ€™ici le 27 juin 2021, 16 :00 Ã careers@ubishops.ca

Tel que prÃ©vu Ã la Convention Collective, prioritÃ© sera accordÃ©e Ã un candidat interne qualifiÃ©. Veuillez noter que seules les personnes retenues pour une entrevue seront contactÃ©es, et que des tests de sÃ©lection peuvent Ãªtre administrÃ©s ; merci pour lâ€™intÃ©rÃªt manifestÃ©. Dans le processus de recrutement, nous fournissons un soutien aux personnes handicapÃ©es afin de rÃ©pondre aux besoins en prÃ©venant et en Ã©liminant les obstacles Ã lâ€™accessibilitÃ©. Si vous nÃ©cessitez de mesures dâ€™adaptation pour participer en tant que candidat dans le processus de recrutement, veuillez contacter careers@ubishops.ca