RHRA
Retirement Homes Regulatory Authority

Position: **Information Systems Administrator**
Location: **Toronto, ON**
Status: **Full-time, Permanent**
Salary: **Commensurate with level of experience**
Start Date: **July 5, 2021**

The RHRA is seeking candidates for the role of **Information Systems Administrator** who will be responsible for providing IT support to the whole organization by:

1) maintaining IT programs, organizational wide servers, and IT equipment;
2) providing a variety of IT services to all employees (trouble-shooting and resolving user and technological issues, training); and,
3) participating in the IT strategic planning process, including identifying, selecting and deploying new technology to support organizational goals and objectives

This is an important customer service role where the successful candidate will have the opportunity to help support their colleagues by providing IT support with excellence. Amongst other responsibilities, the successful candidate will:

- Prioritize work orders/help desk tickets and resolve end-user IT issues via e-mail, and other vehicles of communication. according to severity. Escalate severe issues with vendors to management.
- Provide internal IT support (server security, software updates, hardware maintenance) and maintain IT equipment, servers, cloud platforms.
- Assist with the implementation, deployment and operation of information systems and technology solutions for business needs.
- Create and maintain critical analytics and operation reports. Act as first point of contact for ad-hoc report requests and report writing.
- Assist with capacity planning for network bandwidth, storage requirements and other applications.
- Liaise with vendors and service providers. Research efficient and cost-effective acquisition of technology solutions; oversee warranties.
- Participate in all hardware and software evaluations and maintains vendor contracts.
- Help to oversee Website functionality and development.
- Ensure that the phone system is operational and meets business requirements. Manage MDM and corporate mobile device service account.
- Ensure that the security system is adequate and working at all times. Follow Identity management best practices and maintain system permissions and report any security breaches, misuse of technology, or policy violations.
- Participate in disaster data recovery.
- Ensure operating viability of LAN (Local Area Network) for all hours of operation and tunes the system for optimal performance and ensures connectivity and technology access for all staff.
- Set up and deploy equipment and employee accounts (servers, laptops, corporate smartphones, iot, passwords) and provide orientation and training to new users.
- Identify and prepare hardware for disposal when needed.

Minimum Qualifications:
- Post-Secondary Degree or Diploma in Computer Science, or an acceptable combination of education and relevant experience required.
- Minimum 3 years of direct work experience in an IT Administrator or equivalent required.

- Knowledge of networking, operating system, and server architectures.
- Proficiency with VPN networks, firewalls, encryption, and other aspects of network security technologies.
- Proficiency with the Windows platform and associated software.

Required Competencies:
- Ability to explain technical concepts and theories to non-technical audiences.
- Strong evidence of time management skills required, including ability to prioritize data recovery and troubleshooting of system infrastructure above all other duties.
- Able to quickly analyze issues and determine best course of action using available resources.
- High degree of resourcefulness, flexibility, and adaptability.
- Effective communication skills with individuals at all levels of the organization.
- Able to effectively communicate both verbally and in writing in user-friendly language.
- Exceptional multi-tasking abilities and prioritization skills.
- Strong customer service and troubleshooting skills.
- Ability to quickly learn new technology/software and being able to support it.

Other Requirements: Satisfactory Professional and Criminal Reference Checks. It is anticipated that this position will work from the RHRA's Toronto office, with some flexibility for working from home, once the office reopens. Until that time, this position will be required to work from a home office. Laptop and phone will be provided. Working conditions will require the ability to work a flexible schedule including some on call; the ability to lift at least 50lbs and the manual dexterity required to use desktop computer and peripherals.

*Interested candidates may submit their **cover letter and resume to** careers@rhra.ca May 14, 2021**.***

RHRA has a diverse workforce and is an equal opportunity employer. We welcome and encourage applications from people with disabilities and, accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all applicants; however, only those under consideration will be contacted.
The Retirement Homes Regulatory Authority (RHRA) is a self-financing authority independent of government, with the mandate to license and inspect Ontario's more than 700 retirement homes where over 50,000 seniors live. The RHRA is an agent for positive change, by working with the retirement homes sector to increase the protection, safety and well-being of our aging population.

The RHRA administers the Retirement Homes Act, 2010, which involves licensing homes, educating licensees, consumers and the public about the standards regulating retirement homes, carrying out inspections of retirement homes, and taking compliance and enforcement action as needed. The RHRA's guiding principle is that a retirement home should be a place where residents live with dignity, respect, privacy and autonomy, in security, safety and comfort and can make informed choices about their care options.

The RHRA offers a great working environment, learning and development opportunities, and a competitive compensation and benefits package.