

United Way Mission Statement: "To meet urgent human needs and improve social conditions by mobilizing the community's volunteer and financial resources in a common cause of caring."

Established in 1956, United Way Toronto is a registered charity and community impact organization dedicated to improving lives and strengthening neighbourhoods across Toronto. United Way identifies needs and takes action to create a better, safer, stronger city through research, partnerships and support of a network of 200 health and social service agencies.

POSITION: Senior Manager – Infrastructure and Support

DEPARTMENT: Information Technology

BASIC FUNCTION: The Manager, Infrastructure will be a key team lead within the Information Services team. The incumbent will be focused on infrastructure technology, actively participate in the support of the network and server infrastructure, and provide assistance in the overall management of the Information Services Infrastructure team.

This position requires a wide breadth of knowledge as well as in-depth hands on experience in specific areas as there are many infrastructure components that make up the environment. The role requires a balance of both technical and management skills.

MAJOR RESPONSIBILITIES:

- Day-to-day infrastructure related responsibilities
- User management through Active Directory and Exchange
- Disaster Recovery monitoring and testing
- Security using Symantec Antivirus, Counterspy and firewall
- Management of Avaya phone system and voice mail
- Research on potential software solutions that address business requirements
- Install/upgrade hardware and software including maintaining network printers
- Troubleshoots and analyze hardware/software failures and user problems then develops solutions or workarounds
- Assists other technical support specialists, ensuring that major technical support issues are addressed within committed service levels
- Perform and monitor daily data backup and maintain archives
- Maintain documentation of processes and procedures through established change management procedures
- Works with hardware and software vendors to ensure continuity of data center operations
- Hardware and software asset management
- Reports on system functions (disk management, virus activity, spam)
- Build rigor, discipline, and excellence into I.S. operations and processes
- Manage cross-departmental projects with a results-driven focus
- Monitor and manage a level of security appropriate to protect the information stored in all information systems
- Develop and assist in the administration of the operational expense and capital
- Prepare proactively for emergency situations to minimize the negative impact that such an event may cause and to ensure that all systems are restored as quickly as possible
- Provide senior technical leadership to the organization, assist in the development of future direction, determine and articulate the impact and benefits of that future direction and ensure that appropriate stakeholders are identified and engaged



- Manage an outsource relationship for network administration, helpdesk support, problem resolution, and engineering support with excellence to the Information Technology Infrastructure Library (ITIL) standards

QUALIFICATIONS:

- A minimum of 7 years of infrastructure/server experience, including at least five years in hands-on technical roles and at least two current years managing teams supporting customer-facing 24x7 production environments
- Extensive hands on experience with installing, supporting and administering MS Exchange Server, MS Systems Management Server, MS Active Directory, and MS Terminal Services
- Knowledge of networking with Microsoft Windows Server, ISA Server, wireless, telecommunications
- Solid experience in design and implementation of VMware products: ESX Server Service, Virtual Centre Management Server
- Solid experience of SAN systems based on IBM solutions
- Experience as a server or infrastructure team resource in the implementation, installation and administration of 3rd party client server applications. This includes reviewing requirements, recommending server configurations, following installation best practices and creating documentation in accordance with ITIC.
- Experience with automation of OS deployment and application installations using tools such as; VBScripting, Powershell, Remote Deployment tools
- Design and implementation of enterprise backup strategy and Disaster Recovery
- Hands-on skills with Microsoft Office Products, Microsoft Visio, and Microsoft Project
- Appropriate network and / or server certification
- Proficient Windows 2000/2003/2007/XP/Vista and MAC OS desktop environments
- Proficient in the following Application Software:
 - Microsoft Office Share Point Server 2007
 - MS Office Suite 2000/2003/2007
 - Double-Take
 - Symantec Antivirus Enterprise
 - Counterspy Enterprise
 - Rainbow FR100
- Proficient in the following Server Environments:
 - Windows 2000/2003/2008 server
 - Exchange 2000/2003/2007 server
 - Symantec Backup Exec Server
 - Microsoft SQL Server 2000/2005
 - Blackberry Enterprise server
 - Microsoft ISA server
- Experience with the following Hardware:
 - HP/Compaq desktops and laptops
 - IBM Blade Center
 - IBM DS series SAN

- Xerox Printers or equivalent
- HP Printers or equivalent
- Proxim Wireless
- Strong technical skills with effective results focus within an IS environment
- Experience in the development and implementation of standards, procedures and guidelines to support operational processes.
- Knowledge of best practices and standards in IS delivery (e.g. ITIL, CMM) with certification on ITIL (minimum foundation certificate) or equivalent experience an asset
- A demonstrated history of maintaining current technology knowledge in a learning organization
- Proven ability to be flexible and work hard, both independently and in a team environment, in a high-pressure on-call environment with changing priorities, striving to always keep the customer satisfied
- Willingness to work outside of normal business hours
- Excellent English oral and written communication skills
- Current management experience of at least one IS operations staff
- Management of vendor relationships
- Post secondary degree or a combination of related experience and education
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Interested candidates please submit resumes no later than **June 24, 2010** to:

Senior Manager, Human Resources
United Way Toronto
26 Wellington St E, 2nd Floor
Toronto, ON M5E 1W9
Fax : 416 777 0962
E-mail: it4104@uwgt.org

When responding we ask that you:

1. Ensure that only the text shown below is in your subject line when responding by e-mail
it4104 – Senior Manager, Infrastructure and Support
2. Indicate where you saw the job posting

We thank all applicants for their interest. Please note that due to the volume of resumes, only candidates selected for an interview will be contacted.

United Way Toronto is an equal opportunity employer