

ACTRA

ACTRA (Alliance of Canadian Cinema, Television and Radio Artists) is the national union of over 27,000 professional performers working in English-language recorded media in Canada, including TV, film, radio, and digital media. ACTRA's principal role is to negotiate, administer and enforce collective agreements to provide performers with equitable compensation as well as safe and reasonable working conditions.

ACTRA National is seeking a full-time: Senior IT Network & System Administrator Team Lead

Position Scope:

Under the direction of the Manager, Information Technology & Digital Solutions (ITDS), the Senior IT Network & System Administrator Team Lead will work in collaboration with the Manager, ITDS, and is accountable for assigning work to the appropriate ITDS staff including, but not limited to: scheduling hours of work, assigning work duties and projects, assigning methods of completing work and the requirements needed in relation to ITDS in particular and the overall effectiveness of the ITDS Staff, to ensure the efficient operation and highest standard of service.

Responsibilities:

Duties include but are not limited to:

- Responsible for supporting the Management team with confidential Human Resources employment processes in partnership with the Manager, Human Resources & Operations.
- Provide desktop and technical support for directors and management staff.
- Provide Tier 1 to Tier 3 level support when needed.
- Monitoring service tickets to ensure priority items are addressed and escalated if needed.
- Analyzing service tickets and maintaining statistics, prepare reports as requested by the Manager, ITDS.
- Resolve second level network issues.
- Responsible for overseeing the documentation and maintenance of Service Desk procedures.
- Accountable for identifying skill, knowledge and resource gaps as required to perform role/tasks and recommend solutions.
- Perform review and analysis of the various technical support services required of the team to identify trends, service gaps, recurring issues, and failure points; propose measures to mitigate and proactively address and eliminate issues.
- Identify systematic risks and propose mitigation strategies for technical solutions and/or services always looking for improvement where it can exist.
- Monitor and troubleshoot network performance and security issues to the highest level of access, including confidential reports and systems information.
- Act as the software administrator for monitoring software for ACTRA.

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- Setup and operate software and systems as needed.
- Build reports to track work assignments and project progress for the IT & Digital Solutions team.
- Ability to configure, application software and train end-users.
- Assist the Manager, ITDS with report creation, vendor negotiations and system implementation and rollouts.
- Work in collaboration with the Manager, ITDS, in the negotiation of leases/purchases and maintenance of IT office equipment.
- Participate in the continued development and improvement of ACTRA systems.
- Work on initiatives and projects identified by the Manager, ITDS.
- Accountable for working with applicable staff involved to analyze current operational procedures, identify problems, and learn specific input and output requirements, i.e. forms of data input, how data is to be summarized, and formats for reports, etc..
- Accountable for ensuring strategic outcomes are supported while responding to day-to-day deliverables
- Responsive to end-user needs and ensure the highest quality customer service at all times.
- Availability to work a flexible work schedule, including evenings and weekends as needed, to respond to system outages and other emergency IT issues that require immediate resolution
- Complete other duties as assigned within the scope of the position.

Qualifications:

- Bachelor's Degree in Computer Science or Software Development or a College Diploma in Programming or Software Development preferred.
- 3 – 5 years relevant experience where hands-on IT Infrastructure Management experience required (or equivalent combination of education and experience may be considered).
- Advanced knowledge of PC, laptop, printer hardware, phone systems and software, Adobe, Azure, Office 365.
- Be customer service focused.
- Advanced knowledge of mobile technology and devices.
- Detail oriented, timeline driven and able to work under pressure.
- Ability to work as part of a team and also work independently.
- Ability to proactively supervise staff.
- Project management experience an asset.
- Must be able to maintain positive and constructive working relationships with staff and ACTRA members.
- Must be able to develop and maintain relationships with external groups.
- Must be able to manage multiple issues/projects at the same time.
- Strong written and oral communication skills to effectively liaise with business and IT stakeholders.
- Analytical and problem-solving skills.
- Takes initiatives and executes deliverables from start to finish.

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- Regularly communicate work status and issues; Recommend appropriate course(s) of action, as necessary.
- Experience working with IT ticketing systems such as JIRA.
- Ability to quickly grasp new systems, software, and technical concepts.
- Overall willingness to help.
- Related certifications an asset.

Application Process:

Interested applicants are invited to submit a resume and cover letter to **humanresources@actra.ca quoting '2021-23 Senior IT Network & System Administrator Team Lead' in the email subject line.**

ACTRA is committed to employment and pay equity and we encourage applications from all equity seeking groups, including but not limited to, Indigenous and other racialized communities, people with disabilities, and LGBTQ2+ communities. In compliance with the Accessibility for Ontarians with Disabilities Act ('AODA') we provide the accommodations necessary to ensure full participation in our recruitment processes. If you require an accommodation during any stage of the recruitment process, please notify Human Resources.

Thank you for your interest in joining us. Only those selected for an interview will be contacted.