

ACTRA

ACTRA (Alliance of Canadian Cinema, Television and Radio Artists) is the national union of over 30,000 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 Director, Information Technology & Digital Solutions (ITDS), the Senior IT Network & System Administrator Team Lead is responsible for overseeing the day-to-day operations of the ITDS team to ensure efficient service delivery and the highest standard of technical support. The role provides leadership in assigning work, scheduling, and coordinating projects, while also establishing methods and requirements for completing tasks. In addition to team oversight, the position contributes hands-on technical expertise in network and systems administration to support ACTRA's operational and strategic objectives.

Position Responsibilities:

Duties include but are not limited to:

- Serve as the first point of contact for desktop and technical support for all directors and management staff and provide Tier 1–3 support for staff as needed.
- In collaboration with the Associate Director, Human Resources & Operations, provide confidential support to management during Human Resources processes.
- Configure software and systems and provide training and support to end-users.
- Monitor and resolve network performance and security issues at the highest level of access, ensuring confidentiality and system stability.
- Resolve second level network issues.
- Act as the software administrator for monitoring software for ACTRA.
- Setup and operate software and systems as needed.
- Monitor service tickets, ensuring priority issues are addressed and escalated when necessary.

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- Analyze service desk data, maintain statistics, and prepare reports for the Director, ITDS.
- Oversee documentation and maintenance of Service Desk procedures.
- Identify skill, knowledge, and resource gaps, and recommend solutions.
- Review technical support services to identify trends, gaps, and recurring issues, and recommend preventative measures to mitigate and eliminate issues.
- Identify systematic risks and propose mitigation strategies for technical solutions and/or services always looking for improvement where it can exist.
- Build reports to track work assignments and project progress for the IT & Digital Solutions team.
- Assist the Director, ITDS with reporting, vendor negotiations, and system implementations.
- Collaborate with the Director, ITDS on IT procurement, leases, and equipment maintenance.
- Contribute to the ongoing development and improvement of ACTRA systems.
- Support initiatives and projects identified by the Director, ITDS.
- Work cross-departmentally to review operational procedures, identify issues, and gather requirements for data inputs, reporting formats, and output needs.
- Ensure strategic outcomes are supported while meeting day-to-day operational needs.
- Provide coaching, guidance, mentorship, and training opportunities to build technical capability, encourage professional growth, and strengthen team performance.
- Ensure assigned tasks and projects are completed to standard, on schedule, and in alignment with strategic objectives, holding staff accountable for deliverables while providing necessary support.
- Foster a collaborative and supportive team environment that promotes knowledge-sharing, problem-solving, and continuous improvement.
- 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 Network Systems Administration or Software Development preferred; or an equivalent combination of education and experience may be considered.
- Minimum of three-five years of relevant hands-on IT infrastructure management.

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- Minimum of one year of people management experience with a track record of leading, coaching, and developing staff to deliver results and build team capability
- Advanced knowledge of PC, laptop, printer hardware, phone systems, mobile devices, Adobe, Azure, and Office 365.
- Experience managing work assignments with an IT ticketing system such as JIRA.
- Strong analytical and problem-solving skills; ability to quickly grasp new systems, software, and technical concepts.
- Demonstrated ability to manage multiple issues and projects simultaneously, while meeting deadlines under pressure.
- Proven project management experience is an asset.
- Strong written and oral communication skills to effectively liaise with business and IT stakeholders.
- Customer service-focused with a proactive, helpful approach.
- Ability to work independently and collaboratively; build positive, constructive relationships with staff, members, and external partners.
- Highly detail-oriented, organized, and accountable, with initiative to see tasks through from start to finish.
- Ability to adapt to shifting priorities, such as urgent system issues, and evolving organizational needs
- Flexibility is required, as the role may occasionally demand availability outside of standard business hours to respond to emergencies, shifts in priorities, project work, or supporting end-user in different time zones.
- Experience working in a unionized environment an asset

Application Process:

Interested applicants are invited to submit a resume and cover letter to humanresources@actra.ca quoting '2025-28 'Senior IT Network & System Administrator Team Lead' in the email subject line.

NOTE: this position is located in Downtown Toronto and is in-office based.

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

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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.