



## Job Posting

### About the CFPC

Representing more than 39,000 members across the country, the College of Family Physicians of Canada (CFPC) is the professional organization responsible for establishing standards for the training, certification and lifelong education of family physicians and for advocating on behalf of the specialty of family medicine, family physicians and their patients. The CFPC accredits postgraduate family medicine training in Canada's 17 medical schools.

**Our Mission:** Leading family medicine to improve the health of all people in Canada—by setting standards for education, certifying and supporting family physicians, championing advocacy and research, and honouring the patient-physician relationship as being core to our profession.

**Our Vision:** Leading family medicine. Improving lives.

**Our Values:** Caring; Learning; Collaboration; Responsiveness; Respect; Integrity; and Commitment to Excellence.

### We are recruiting for an IT Infrastructure Analyst

**Posting #:** 2020-18  
**Department:** Infrastructure and User Support  
**Division:** Information and Technology Services  
**Reports to:** Director, IT Security, Infrastructure and User Support  
**Classification:** Support Staff  
**Job Family:** Professional/Knowledge Worker  
**Status:** Permanent Full Time  
**\*FTE:** 1  
**Level:** 5

### Summary:

The IT Infrastructure Analyst provides coordination, planning and support for all operational services and technical implementation of IT infrastructure deployed at the College's national office location.

### Responsibilities

Essential Duties include:

- Maintain the IT infrastructure availability level of 99.9% or better; report, investigate and resolve any issue preventing achievement of 99.9% availability
- Independently solve system problems with little supervision and minimal guidance

- Remain current with evolving technological products and features and constantly changing business needs, internal standards, and industry best practices
- Refine business requirements, convert them to technical requirements and devise an appropriate infrastructure solution by choosing from multiple technologies and ensuring that solutions stay within the guidelines of security/audit standards and conform to industry best practices
- Recommend corrective action (including restarting services and rebooting servers) to restore systems during an outage
- Plan, design and implement server, storage and network infrastructure ensuring service delivery targets, technical requirements, capacity requirements, industry standards, and budget constraints are met
- Develop and oversee planned maintenance programs with IT infrastructure service providers
- Support server, storage and network repair and installation of new applications or technology
- Maintain server, storage, and network infrastructure health on a daily basis
- Perform upgrades, scheduled software patches changes
- Manage and monitor computer hardware related to networks, servers, and workstations
- Escalate production incidents to application team and/or senior management
- Ensure IT environment hardware and software are properly documented, software licenses and registration, equipment location and maintenance logs are kept current
- Action Help Desk tickets for Infrastructure or other related activities
- Provide after hours on-call support on a rotational basis
- Mentor, train and provide guidance to other IT staff

#### Related Duties:

- Ensure effective and professional communications with all internal/external contacts
- Develop and maintain collaborative relationships at all levels of the organization
- Work in accordance with all CFPC policies, procedures, and processes and with all applicable legislation
- Work in accordance with all health and safety requirements
- Demonstrate behaviours aligned with the CFPC Values
- Contribute to delivering on the overall work plan of the department and strategic goals of the CFPC
- Participate in the development and/or execution of special projects as required
- Participate on internal staff committees or working groups as required
- Assist with the mentoring and training of new team members as required
- Support the team and collaborate with colleagues to ensure departmental needs are met, including absence coverage and cross-training as required

#### Requirements

- Undergraduate degree in a related field (i.e. BSc in computer science)
- Microsoft Certified Systems Engineer or Azure Certification is an asset
- ITIL Foundation certification is an asset
- 5-7 years' experience in the IT industry
- 5-7 years of hands-on experience with large to complex Windows Server 2008-2019 environments.
- 5' years of experience in supporting Hyper-V and VMware infrastructure environments
- 5 years of experience with Cloud Infrastructure Design and Integration
- 5 years of experience with HP 3Par Storage Array and Blade technology
- 3 years of experience with Cybersecurity and Infrastructure Security
- 3 years of experience with network devices: HP Routers, HP Switches, and Firewalls

- Proficient in Microsoft technologies including but not limited to Hyper-V, Active Directory, DNS, DHCP, Group Policies, PowerShell scripting, Microsoft Teams and OneDrive
- Experience with Office365 Enterprise deployment and management, Windows Server migration, Windows 10 migration
- Experience with Commvault or other Enterprise backup / recovery solution, Business continuity and Disaster recovery
- Experience with Microsoft Azure, Skype for Business, OneDrive, and Microsoft Teams
- Knowledge of Anti-virus products, Windows patching tools, server image creation
- Familiarity with Linux/Redhat technologies and server security hardening principles
- Knowledge of Incident Management, Problem Management and Root Cause Analysis
- Ability to produce a variety of business documents that demonstrate planning, command of language, clarity of thought and orderliness of presentation
- Ability to manage multiple concurrent objectives, projects, groups, or activities
- Effective judgment in prioritizing and time allocation
- Team player who follows procedures set in place in order to provide reactive and proactive support for the College
- Verbal and written communication skills, with ability to express ideas and opinions clearly and effectively in English; French is an asset

### Working Conditions

- Open-concept office environment
- Available to support users remotely
- Team schedule will include shifts between 7:30 a.m. – 5:00 p.m. Monday to Friday
- Available for rotational on-call schedule
- Flexible to work occasional after hours or weekends for planned or emergency infrastructure needs

**If you share our passion, and are committed to living our CFPC Values please submit a cover letter and your résumé referencing the posting#2020-018 to: [careers@cfpc.ca](mailto:careers@cfpc.ca) by September 25, 2020.**

*The CFPC is committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, The CFPC encourages applications from all qualified candidates and will accommodate applicants' needs throughout all stages of the recruitment and selection process. If selected to participate in the recruitment and selection process, please inform Human Resources of any accommodation(s) that you may require to ensure your equal participation.*

*We thank all those who apply but only those selected for further consideration will be contacted.*

*\*Full-Time Equivalent*

