Siksika Family Services Corporation

CORPORATE SERVICES

System Administration

Permanent Full-time

Siksika/Calgary

11/19/2026

Closing Date: OPEN until suitable candidate is selected

GENERAL STATEMENT OF POSITION:

The System Administrator is responsible for the reliable operation, security, and continuous improvement of the organization's IT systems and network infrastructure. This role serves as the key escalation point for complex technical issues while maintaining a strong focus on end-user support and service excellence.

The position combines hands-on technical expertise with customer-focused service delivery, supporting Microsoft 365, Active Directory, servers, endpoint devices, and network and security infrastructure, including Ubiquiti (UniFi, UISP) and Fortinet environments. The System Administrator oversees day-to-day service desk operations, maintains system performance, and supports IT security practices.

The role also contributes to IT projects, system upgrades, and infrastructure enhancements in collaboration with internal teams and external vendors, with a focus on system reliability, security, and operational efficiency.

Duties & Responsibilities:

- Monitor and respond to support requests received by email, phone, SMS, or the ticketing system, ensuring courteous, timely, and effective resolution of end-user issues.
- Prioritize and resolve service desk tickets in accordance with service level agreements (SLAs), and record incidents, service requests, troubleshooting steps, and resolutions in the service management system.
- Provide remote and on-site support for desktops, laptops, mobile devices, printers, and peripherals, including installation, configuration, and troubleshooting of hardware, operating systems, enterprise applications, and print management services.
- Manage the provisioning, configuration, and lifecycle of laptops, desktops, and mobile devices using Microsoft Intune and related device management tools.
- Create and manage user accounts, security groups, and permissions in Active Directory, Entra ID, and Microsoft 365, and resolve identity, authentication, access, and account security issues, including multi-factor authentication (MFA) and conditional access.
- Administer Microsoft 365 services, including Exchange Online, SharePoint Online, Teams, OneDrive, and Forms, and provide guidance and training to users where necessary.
- Install, configure, maintain, and troubleshoot Ubiquiti network infrastructure, including UniFi Network and UISP controllers, wireless access points, switches, and point-to-point and point-to-multipoint wireless links (link setup, alignment, frequency planning, and performance monitoring).
- Configure, manage, and troubleshoot Fortinet network and security equipment, including FortiGate firewalls (policies, IPsec/SSL VPN, network segmentation, and security profiles), FortiSwitch, and FortiAP, using FortiManager and FortiAnalyzer for centralized management, logging, and reporting.
- Monitor network performance and connectivity across LAN, WAN, and wireless infrastructure, and respond promptly to outages and degraded service.
- Deploy, configure, and maintain security systems, including network firewalls, endpoint protection, and UniFi Protect security cameras and video recording.
- Maintain IT security practices, including patch management, antivirus systems, and vulnerability remediation; ensure compliance with organizational IT security policies; and act as first responder to security incidents.
- Administer and maintain server infrastructure, including Windows Server, Active Directory services, file and print services, and virtualization platforms.
- Manage backup, recovery, and business continuity processes, including regular restore testing.
- Plan, implement, and support infrastructure upgrades, system migrations (including database migrations), and IT projects.

Siksika Family Services Corporation

CORPORATE SERVICES

System Administration

Permanent Full-time

Siksika/Calgary

11/19/2026

Closing Date: OPEN until suitable candidate is selected

- Develop and maintain scripts (e.g., PowerShell) to automate routine administration and reporting tasks.
- Maintain IT asset inventory and software licensing, and coordinate with vendors and service providers on procurement, support, and escalation of complex technical issues.
- Maintain accurate documentation of IT systems, configurations, network diagrams, procedures, and technical standards.
- Safeguard confidential and sensitive information by applying appropriate access controls and following organizational privacy and data protection policies.
- Communicate clearly with users of varying technical skill levels, providing timely status updates on incidents and service requests.
- Mentor junior technicians, share knowledge within the IT team, and promote adherence to IT policies, procedures, and best practices.
- Proactively identify and recommend improvements to system reliability, security, and operational efficiency.
- Perform other related duties and responsibilities as assigned.

Please email hrm@siksikafamilyservices.com for full job description

Education And Experience:

- Bachelor's degree in Computer Science, Information Technology, Computer Engineering, or a related field is preferred.
- A combination of relevant education, technical training, and hands-on experience may be considered in lieu of a degree.
- Minimum of 5 years of progressive experience in IT systems administration or infrastructure support, including at least 2 years in an escalation (Tier 2/3) role.
- Proven experience supporting Microsoft 365 environments, including Exchange Online, Teams, SharePoint, and Intune.
- Hands-on experience with Active Directory administration, user lifecycle management, and Group Policy configuration.
- Hands-on experience deploying and supporting Ubiquiti networks (UniFi Network, UISP, wireless links, and UniFi Protect) and Fortinet equipment (FortiGate firewalls, with FortiManager, FortiAnalyzer, FortiSwitch, and FortiAP) in a production environment.
- Demonstrated experience in network infrastructure support, including routers, switches, wireless access points, and firewalls.
- Experience with endpoint management, device provisioning, and mobile device management (MDM).
- Strong background in troubleshooting hardware, software, and network issues in a corporate environment.
- Experience working with ticketing systems and IT service management frameworks (e.g., ITIL-based environments).
- Previous experience mentoring junior staff or contributing to team knowledge sharing is an asset.

Resumes, cover letters and the other documents listed below should be emailed to hrm@siksikafamilyservices.com

Please quote **System Administrator** **in your cover letter.**

*IMPORTANT: All applications **must** be complete and include the following:*

1. *Degree/Diploma/Certificates and/or other pertinent related documents.*
2. *Clear Criminal Record and Child Intervention Check.*
3. *Copy of Driver 's License.*

We thank all those applicants in advance, however only those candidates selected for an interview will be contacted.