

Analyst I, System Management
1 – Permanent Position
Information Technology and Information Management
CUPE Local 4400 Unit C – Grade O (12 Month)
\$48.73 to \$57.27

The Toronto District School Board adheres to equitable hiring, employment and promotion practices.

The System Services group implements, manages, troubleshoots, and makes recommendation for optimizing, supporting and maintaining all information technology systems and infrastructure services.

Reporting to the Senior Analyst, System Services, the Analyst I, System Management will be responsible for providing primary support for the following subsystems:

- *TDSB server administration, availability and performance monitoring and tuning;*
- *Directory Services and other infrastructure services such as authentication, DNS and DHCP;*
- *Configuration and provision of storage for system and client data;*
- *Microsoft 365 and Google Workspace administration, including Exchange Online and Google Gmail management;*
- *Data protection and workload backup solutions;*
- *Endpoint security systems;*
- *Networked printing services;*
- *IIS (Internet Information Service) for both internal and external web services;*
- *Software Distribution and System Monitoring;*
- *SAP, Databases and other on-prem and cloud applications and services.*

Summary of Duties:

- Deploy, maintain, and troubleshoot core services and systems, including application servers, associated hardware, virtual servers, Active Directory (on-prem and Azure AD), cloud infrastructure services and cloud applications.
- Responsible for problem resolution and root cause analysis for assigned systems including problem determination, evaluation and testing of potential solutions.
- Provide primary support for M365 and Google Workspace email platforms including configuration/troubleshooting of mail flow, security, and access.
- Implementation of system changes to address identified problem.
- Assist in the design and configuration of the Information Technology environment including requirements analysis, planning for capacity and integration with other technical components of the environment.
- Co-ordinate the activities of Specialists who support the subsystems assigned to the Analyst.
- Support and maintain production system configurations for assigned systems in a hybrid Cloud/On-prem environment.
- Maintain the Windows Server operating system, application software and other products on assigned systems in a consistent level.
- Manage and schedule the implementation of changes and enhancements to these systems including the testing of back-out options for such changes in accordance with Change Management Procedures.
- Participate in the design of technical solutions to meet the business needs and assist in the testing and integration of those new systems.
- Maintain and monitor endpoint protection systems for assigned servers and systems, including anti-malware, firewalls, EDR and other threat prevention mechanisms.

- Provide test environments in which configuration changes can be tested.
- Assist the Senior Analyst in provision of products and tools necessary to provide services including product selection criteria, evaluation, selection, acquisition, integration, testing and certification.
- Assist the Senior Analyst in implementing changes to improve the reliability of assigned systems.
- Ensure the integrity of backup/restore subsystems for system and user data in a large production environment through appropriate design, review and testing.
- Ensure that data protection procedures are adjusted as necessary and tested to accommodate all modifications in system configuration.
- Periodically will be assigned to work in other functional areas of IT Services.
- Other related duties as assigned.

Qualifications:

- University Degree in Computer Science or related field with three years progressive work experience in administering enterprise class system based on current Windows server, Microsoft 365 products and other Operating Systems, products and technologies within an Information Technology environment or an equivalent combination of education and experience.
- Completion of substantial number of courses toward Microsoft Systems Engineer (MCSE), virtualization technologies such as Hyper-V, Azure Cloud and/or GSuite platform.
- Thorough understanding of Enterprise and Cloud Solution stacks that span computer, networking, storage, infrastructure and application management.
- Proficiency working with Windows 2016/2019/2022/2025 server technology and its implementation on an Intel platform and Microsoft product set.
- Understanding of ITSM information/process/technology architectures, IT service delivery frameworks such as ITIL, and cloud technologies including IaaS, PaaS and SaaS.
- Experience with configuring/supporting email environments (Exchange Online/On-Prem, Gmail), security (Cisco CES), and mail records (SPF, DKIM, DMARC).
- Knowledge of data protection/backup solutions and technologies (NetBackup, Data Domain).
- Knowledge of enterprise endpoint security solutions (McAfee/Trellix, Microsoft Endpoint protection).
- Experience working with NAS storage solutions (Dell/EMC Isilon).
- Proficiency in scripting language and Power Shell.
- Ability to interpret and analyze system and performance logs.
- Good oral, written, interpersonal and organizational skills.
- Strong analytical, reasoning and problem-solving skills.
- Proven ability to work under pressure and consistently meeting deadlines.

Special Requirements:

- Available on call evenings, weekends and extended vacation periods.
- Willing to work overtime as required.

Location: 140 Borough Drive, Wheelchair Accessible

Shift: 8:30 a.m. – 4:30 p.m. *Subject to operational needs

Work Year: 12 Months, Hybrid Work Eligible

Hours: 35 hours per week

Please note:

Applications **must** be submitted:

1. In résumé form with a covering letter to: ApplicationS@tdsb.on.ca
2. With competition # **CUPE C-26-1024UE** in the subject line
3. Apply no later than 4:30 pm on **October 2, 2026**.

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.

The Toronto District School Board is deeply committed to promoting Truth, Reconciliation and the rights of Indigenous peoples, Human Rights, Equity and Anti-Racism, and the elimination of Oppressive Practices, in our schools, our workplace and in the communities we serve. We strongly encourage applications from all individuals including those with varied lived experiences that can contribute to the diversification of the workforce at TDSB.

We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance during the hiring process.

The TDSB follows a hybrid work structure where some employees may be able to work remotely at times, based on operational requirements. Please refer to [Policy P103](#), Flexible Working Arrangements for more information.