

Senior Systems Administrator

Permanent, Full Time

At United Way of Calgary and Area, we believe that united, we make the biggest difference. We're strongest when we come together to improve local lives and communities—and when we come together as a team, we passionately propel our mission forward. We're currently looking for a Senior Systems Administrator to join our Transformation team.

Reporting to the Manager, IT Operations, The Senior Systems Administrator is a key member of a small, agile IT team at the United Way of Calgary and Area, where versatility and cross-functional engagement are essential. This role offers a unique opportunity to work across a broad spectrum of IT responsibilities—from infrastructure and security to vendor coordination and user support—making a meaningful impact on both day-to-day operations and long-term strategic initiatives. Working closely with internal stakeholders, external vendors, and our Managed Service Provider (MSP), the Senior Systems Administrator supports both tactical execution and strategic planning. This role plays a key part in coordinating IT projects, supporting escalated tickets, developing documentation, and empowering staff to make the most of the organization's technology tools.

If you are passionate about your community, aspire to make an impact, thrive in a fast-paced environment, and want to make a difference, then we're looking for you!

What you will do

- Support IT Operations Manager with the core IT systems management, including Azure infrastructure, Microsoft 365, firewalls, backups, and network components.
- Monitor routine system maintenance, patching and performance tuning across cloud environment.
- Ensure business continuity by supporting disaster recovery plans, backup systems, and IT policies.
- Support vulnerability assessments and remediation strategies implementation to strengthen cybersecurity posture.
- Support IT infrastructure and security initiatives (for example: cloud migrations, telephone upgrades, and overall system improvements).
- Collaborate with external vendors and the MSP to ensure reliable service delivery, ticket resolution, and adherence to Service Level Agreements (SLAs).
- Work closely with IT Operations manager and the MSP to oversee the transition of IT operational projects into steady-state operations, ensuring maintainability and scalability.
- Contribute to procurement planning, vendor evaluations, and hardware/software lifecycle management.
- Support processing invoices, monitoring and controlling expenses, and maintaining the organization's technology budget.
- Provide Tier 2/3 support for escalated tickets across the organization.
- Support endpoint management and deployment.
- Ensure timely and effective response to incidents, including critical and high-severity escalations.
- Develop and maintain internal knowledge base documentation and daily technical Standard Operating Procedures (SOPs).
- Train and guide staff on the organization's technology tool stack and general technology best practices.

What you will bring

Experience:

- College diploma or university degree in the field of computer science, or information systems.
- A proven track record, over at least 5 years, of IT operations management.
- Strong expertise in Microsoft Azure, Microsoft 365 administration.
- Experience in automation with Power Automate, Microsoft Graph, Dataverse and Copilot Studio.
- Hands-on experience with infrastructure monitoring, performance tuning, and automation.
- Experience in IT security management, vulnerability assessments and remediation, and management of company security programs.
- Security certifications would be considered a strong asset.
- Experience with standards and frameworks including SOC2, ISO27001, PCI-DSS, ITIL.
- Demonstrated ability to deliver exceptional service and support to teams throughout the organization.
- Experience coordinating with external vendors and Managed Service Providers.
- Strong documentation skills.
- Excellent problem resolution and analytical skills

Attributes:

- Ability to communicate ideas in both technical and user-friendly language.
- Exceptional interpersonal and relationship skills.
- Proactive working style and hands on approach and competency.
- Ability to learn quickly in fast-paced environment.
- Ability to diagnose and troubleshoot systems issues and products as required.
- Meets or demonstrates high potential in all organizational core competencies.
- Ability to influence, lead, and support or facilitate collaboration.

Work Environment

Our team values the flexibility that hybrid work offers, while also recognizing the importance of in-person collaboration. Our office is located in Calgary, and employees are expected to work in the office 2-3 days per week or as required. Effective September 1st, our mandatory days in office will be Tuesday, Wednesday, and Thursday. This balance allows us to foster a strong sense of community, facilitate teambuilding, and ensure we continue to deliver exceptional results together, while also offering the flexibility to work remotely on other days.

United, we make the biggest difference

United Way is a not-for-profit organization that has played a vital role in our community for 85 years. As a social impact organization, our mission is clear: we mobilize communities for the common purpose of working together to create lasting social change

Our Commitment to an Inclusive Culture

We are committed to creating an inclusive culture where everyone feels valued and respected, and that reflects the diverse community we serve. We welcome applications from all qualified candidates and encourage candidates with diverse backgrounds, experiences, styles, and abilities to apply. If you require accommodation at any stage of the hiring process, please let us know.

To Apply

Send **cover letter and resume by** to hr@calgaryunitedway.org

Posting closes when a suitable candidate is selected.

Subject Line: Senior Systems Administrator – Your Name.

To learn more about the United Way of Calgary and the Area, please visit our website at www.calgaryunitedway.org.

We thank all applicants for their interest and effort in applying for this position, however, only those being considered will be contacted.