



The Nova Scotia Liquor Corporation, the largest single banner retail business in Nova Scotia, generates more than a half billion dollars of revenue a year returning almost \$200 million profit annually to the province. It employs more than 1,500 Nova Scotians, offering 3,000 products from around the globe through 106 retail, 2,100 licensees and 55 agency stores.

We are currently offering two challenging and rewarding opportunities for Senior Systems Analysts in our Information Technology Business Unit.

Senior Systems Analyst

We are seeking two Senior Systems Analysts responsible for the provision of administrative and technical support related to design, planning, implementation and day-to-day operation of the server and network environment. In this role, you will establish and maintain partnerships and relationships with outside vendors and other IT department support staff to deliver consistent support and enhancement to corporate IT environments.

We are looking for two people who have strong communication and interpersonal skills, proven troubleshooting, problem solving, and project management skills. If you are a leader, who is team-oriented and thrive in a fast paced, pressure environment, we want to hear from you.

As a qualified candidate, you will have:

- An undergraduate degree in Computer Science
- 3-5 years experience in a senior technical lead role
- IT experience in the retail industry
- Experience with Windows Server 2003 or 2008, Active Directory, Group Policy, and Exchange 2007; maintaining sound backup and recovery procedures; supply chain management software; architecture planning and infrastructure design (hardware, system software), application design, client server design, Linux, Internet, and Windows.

As the ideal candidate, you will also have:

- Certifications in Microsoft, Cisco and VMware

The NSLC offers a dynamic work environment with opportunities for growth and professional development. If you are interested in exploring this exciting career opportunity, please merge your resume and covering letter in one document and submit by email to: recruiting@myNSLC.com no later than **4pm on March 3, 2010** (MS Word or PDF attachments only please). Please quote Competition: **Senior Systems Analyst** in your cover letter.

Thank you for your interest in the NSLC.

*The NSLC is an equal opportunity employer.
While we appreciate the interest of all applicants,
only those selected for an interview will be contacted.*

Position Title:	Senior Systems Analyst
Reports to:	Manager, IT Operations
Business Unit:	Information Technology

Position Summary

Reporting to the Manager, IT Operations, the Senior Systems Analyst is responsible for the provision of administrative and technical support related to design, planning, implementation and day-to-day operation of the server and network environment. They establish and maintain effective partnerships and relationships with outside vendors and other IT department support staff to deliver consistent support and enhancement to corporate IT environments.

The Senior Systems Analyst establishes procedures to ensure that IT changes meet business needs and are of a high quality and works effectively with the Manager, IT Operations to effect change in a controlled technical environment.

Job Functions

Essential Responsibilities

- Install/configure system components (hardware, software, patches and upgrades)
- Run diagnostics, troubleshoot and test hardware, operating system and customized software
- Analyze and repair Windows and Linux network and O/S issues
- Maintain effective operating conditions of equipment, including regular back-ups of system
- Create customized statistical and exception reports
- Regularly run a suite of administrative applications to meet contractual service levels
- Regularly communicate application results to management and provide analysis and investigative services on an ad-hoc basis
- Conduct hardware/software preventative maintenance
- Manage vendor Service Level Agreements
- Provide 24x7 On-call Emergency support as required

Secondary Responsibilities

- Understand key business processes and corporate plans and recommend improvements to the information technology environment to keep pace with industry standard practices and business objectives
- Provide input to the planning, design, and implementation of the technical architecture plans
- provide leadership to other IT support staff who perform IT Helpdesk support
- Contribute to disaster recovery and business continuity planning
- Maintain installation and configuration documentation for all software and operating system environments
- Assist in the development and achievement of business unit and corporate business objectives; achieve individual objectives as assigned
- Perform other related duties as assigned

Qualifications

Knowledge, Skills and Abilities

Knowledge

- Working knowledge of the following software/applications installation and administration: Oracle, Microsoft SQL Server; Windows 2003/2008 Server , Windows XP Professional / Windows 7, Exchange 2007, Web Servers, Redhat Linux; Unified Communications (VoIP, Video Conferencing, and Presence technologies); Network Security; Client Server & Web
- Experience with VMware ESX 4
- Networking troubleshooting and installation: LAN, WAN, VPN, TCP/IP, VLANS, CISCO Routers, Switches
- Understanding of Help Desk tools and trouble ticket tracking processes

- Familiar with ITIL and Change Management processes.
- Understanding of support agreements and their implied service levels
- Knowledge of leading-edge hardware (Rack/Blade Servers, SAN Technologies)
- Knowledge of leading-edge technologies (e.g. Internet and Intranet, web services, Collaborative computing)

Skills

- Strong communication and interpersonal skills
- Excellent troubleshooting Skills
- Pragmatic problem solving skills
- Leadership skills
- Project management skills

Abilities

- Ability to work under pressure
- Ability to work in a team environment
- Strong problem solving and decision making

Education and Experience

Required

- An undergraduate degree in Computer Science
- 3-5 years experience in a senior technical lead role
- IT experience in the retail industry
- Experience with Windows Server 2003 or 2008, Active Directory, Group Policy, and Exchange 2007; maintaining sound backup and recovery procedures; supply chain management software; architecture planning and infrastructure design (hardware, system software), application design, client server design, Linux, Internet, and Windows.

Preferred

- Certifications in Microsoft, Cisco and VMware

An alternate combination of education and experience may be considered equivalent.