

Superintendent Systems Programming (Systems Integration)

Job ID: 53617

Job Category: Information & Technology

Division & Section: Toronto Paramedic Services, PS Toronto Central Amb Control Centre

Work Location: 4330 Dufferin St. Toronto, ON, M3H 5R9

Job Type & Duration: Full-time, Permanent

Salary: \$103,431 - \$141,247

Shift Information: Monday to Friday, 35 hours per week

Affiliation: Non-Union

Number of Positions Open: 1

Posting Period: 11-Jul-2025 to 01-Aug-2025

Major Responsibilities:

- Implements detailed plans and recommends policies/procedures regarding program specific requirements.
 - Supervises, motivates and trains assigned staff, ensuring effective teamwork, high standards of work quality and organizational performance, continuous learning and encourages innovation in others.
 - Supervises the day-to-day operations of all assigned staff including the scheduling, assigning and reviewing of work. Authorizes and coordinates vacation and overtime requests. Monitors and evaluates staff performance, approves salary increments, hears grievances and recommends disciplinary action when necessary. Supervises the work of contracted employees.
 - Provides input into and administers the assigned budget, ensuring that expenditures are controlled and maintained within approved budget limitations.
 - Ensures effective utilization of unit resources to meet Toronto Paramedic Services project schedules and provide support to the Central Ambulance Communications Centre during normal daily operations and as required on an emergency basis.
 - Supports and maintains the Computer Aided Dispatch (CAD) system (TriTech VisiCad) in the Central Ambulance Communications Centre.
 - Supports and maintains a mobile data software application (Mobicad) in the ambulance fleet.
 - Supports and maintains the Windows-based network for the CAD system, including Windows workstations, CAD servers, SQL (structured query language) servers, special CAD interfaces, with the associated hardware and software.
 - Supports and maintains an Afaria server and software for the purpose of remote management of the mobile Information Technology resources.
 - Supports and maintains the Paramedic Services specific business network.
 - Develops and maintains software applications for presentation and analysis of Paramedic Services business specific data.
 - Liaises with Communications Centre dispatch staff to analyze and resolve CAD software and related operational problems.
 - Liaises with Paramedic Services education, operations, communications and program development staff to establish and analyze needs.
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- Acts as a resource in evaluating, specifying and designing Paramedic Services system requirements of software application projects.
- Liaises with various software vendors' support staff regarding related operational issues and dispatch centre applications.
- Participates in the provision of 7 day a week, 24 hour per day technical support for the CAD and Mobile Data System and for the Paramedic Services business networks.
- Ensures the planning and implementation of CAD and Mobicad system upgrades equipment replacement and service contracts.
- Participates in the planning and initiation of research and development projects specific to Paramedic Services systems technological development.

Key Qualifications:

1. Post-secondary education in computer science or a related discipline, or an approved equivalent combination of education and/or experience.
 2. Extensive hands-on experience managing computer hardware, including servers, storage devices, network switches and Windows Server, MS SQL, VMWare vSphere.
 3. Extensive experience with Windows Active Directory (AD), Group Policy, DNS, DHCP, and PowerShell scripting for automation and management.
 4. Extensive experience in Windows server hardening, patch management, Anti Virus application, and vulnerability monitoring.
 5. Extensive experience with managing, configuring, and optimizing Microsoft SQL Servers, including installation, upgrades, and patching.
 6. Extensive experience in deploying, managing, and maintaining VMware vSphere, including ESXi hosts, vCenter Server, and virtual machines (VMs), templates, and snapshots.
 7. Extensive experience with end user support and system support, preferably in a public safety organization. Strong customer service skills along with a demonstrated ability to establish and maintain effective stakeholder relationships.
 8. Extensive experience in using monitoring tools (e.g., SQL Server Management Studio, third-party tools such as Redgate) to proactively identify and resolve issues. Strong problem-solving skills for diagnosing errors, deadlocks, and resource contention.
 9. Extensive experience with backup and recovery strategies to ensure data integrity and minimal downtime and advanced skills in T-SQL for writing complex queries, stored procedures, and triggers.
 10. Extensive experience in monitoring and optimizing VMware infrastructure performance, and strong troubleshooting skills for resolving issues related to VMs, hosts, storage, or network connectivity.
 11. Strong analytical skills to diagnose and resolve critical system issues under pressure. Proven track record of handling complex server migrations, upgrades, or disaster recovery operations.
 12. Ability to liaise with vendors for system upgrades and support.
 13. Excellent problem solving, leadership, facilitation, interpersonal and communication skills. Ability to work effectively as a member of a team, collaboratively with others in a multidisciplinary team environment and to work independently as required.
 14. Excellent time management and estimation skills and ability to perform several tasks and projects concurrently.
 15. Microsoft Certified Windows Server Hybrid Administrator Associate, Azure Database Administrator Associate, or VMware Certified Professional is an asset.
 16. Ability to be on call for support of production systems 24/7 on a rotating basis.
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17. Familiarity with government legislation, including Occupational Health & Safety.

How to Apply:

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Accommodation

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