Intermediate Professional Engineer

Description

1 General

- Purpose

The purpose of this Statement of Work (SOW) is to define the scope, deliverables and work conditions required for information management / information technology (IM/IT) professional services in support of the Quality Engineering Test Establishment (QETE).

- Background

The Quality Engineering Test Establishment provides a range of engineering and technical services to the Department of National Defence (DND) and the Canadian Forces. The QETE Operations and Planning section provides a wide range of support to other QETE sections including the development, update and maintenance of a wide range of IM/IT tools required to perform day-to-day operations.

QETE has a requirement for a System Administrator to support the QETE 1 Operations and Planning section by performing a range of IM/IT support tasks:

Responsibilities

1 Requirement

- Occupational Categories Required

The specific requirement is for the provision of services for one (1) Intermediate Systems Administrator (TBIPS Stream 3, Category I.9, Level 2).

- Tasks

The Systems Administrator will perform tasks in support of the QETE IM/IT business needs. These tasks may include, but are not limited to the following:

- Install, monitor, upgrade and maintain operating systems.
- Install, monitor, upgrade and maintain hardware and software (e.g. virus detector software).
- Work with Business Analysts, Project Managers, Developers, and clients/stakeholders to maintain and improve software performance.
- Apply problem solving skills to troubleshoot and resolve technical problems.
- Ensure timely and reliable system administration procedures, including backup and recovery.

Hiring organization
AccessCorp

Employment Type
Full-time, Contractor

Beginning of employment
September 2025

Duration of employment
1 year

Industry
Canadian Defence

Job Location
Ottawa

Working Hours
37.5

Base Salary
$ TBD

Date posted
July 14, 2025

- Analyze system performance and recommend improvements.
- Provide support to end-users in a timely manner
- Prepare and update an inventory of hardware and software.
- Identify sources of supply for computer parts.
- Write and edit standard operating procedures.
- Create and maintain network accounts.
- Provide network and Internet support to users in response to identified difficulties.

- Meeting Participation
    - The Contractor's resource must make all necessary preparations to actively participate in any meeting at which the TA requests attendance.
    - When specified by the TA, the Contractor's resource must meet with the TA to prioritize work. Monthly meetings are planned for this purpose.
    - All meetings will be conducted at facilities provided by DND or any third party or by teleconference or videoconference, as specified by the TA.
    - When specified by the TA, the Contractor's resource must prepare and deliver records of discussion of meetings for the review and approval by the TA.
    - The Contractor's resource must maintain a history of all meetings as well as all incremental changes to action items and submit it to the TA when requested.
- Hours of Operation
    - The Contractor's resource should be available on-site five (5) days per week during core hours of operation. Core hours of operation are defined as 9:00 am to 4:00 pm, Monday to Friday.
    - Although the Contractor's resource may work outside of these core hours, a significant volume of work occurs principally during core business hours. Furthermore, access to DND facilities is controlled and monitored. Hence, access to DND resources may be limited.

2 Deliverables

- The Contractor's resource will be required to prepare and submit various deliverables resulting from the services provided. The Systems Administrator deliverables may include, but are not limited to the following:
    - Operating systems that have been acquired by DND.
    - Installed hardware and software that have been acquired by DND.
    - Backups of data and operating systems.
    - Updates to IM/IT system administration procedures.
    - Recommendations for system performance improvements.
    - Inventories of hardware and software and updates to inventories.
    - Identified sources of supply for computer parts.
- Unless otherwise specified by the TA, one (1) soft copy of these deliverables must be provided to the TA. Soft copy deliverables must be provided in Microsoft Office, SharePoint, PDF or an alternative format approved by the TA.
- Monthly Status Report
    - On a monthly basis, the Contractor must submit a "Monthly Status Report" on the level of effort required for the month with the associated tasks and deliverables.
    - The Monthly Status Report must be attached to the monthly invoice.
    - As a minimum, each Monthly Status Report must document the following information:
        1. All significant activities performed by the Contractor's

resource during the period covered by the monthly invoice.

2. Status of all action/decision items as well as a list of outstanding activities.
3. A description of any problems encountered which are likely to require attention by DND.
4. Any recommendations relating to the conduct of the Work.
5. Total number of days charged for the Contractor’s resource.
6. Total number of out-of-core hours used by the Contractor’s resource, if applicable.
7. Cumulative number of hours charged for the Contractor’s resource.