Systems Administrator Level 2

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

- 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.
- 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

Hiring organization
AccessCorp

Employment Type
Full-time, Contractor

Beginning of employment
Upon

Contract Award

Duration of employment
3 Yrs

Industry
Canadian Defence

Job Location
Ottawa

Working Hours
37.5

Base Salary
$ TBD

Date posted
July 14, 2025

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

Qualifications

Mandatory Technical Criteria (MT)
Bid Preparation Instructions

MT.1
The proposed resource must have a degree or diploma in the field of computer science or computer engineering.

The Bidder must provide a copy of the resource's educational diploma or degree with their bid.

MT.2
The proposed resource must have a minimum of five (5) years of combined experience, within the past ten (10) years, performing a minimum of three (3) of the following tasks:

· Installation

· Maintenance

· Backups

· Restoration

of computer servers.
The Bidder must provide the following information with the Bid for the proposed resource's experience:

· Name of organization.

· Timeframe (from-to dates for month/year).

· Description of the proposed resource's roles and responsibilities.

· Detailed example(s) demonstrating the relevant experience.

· References* (Name, phone number and email address).

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** Reference checks will only be conducted to confirm the information provided, such as formal role held within the project, task types, completion verification, and adherence to timelines.*

MT.3
The proposed resource must have a minimum of five (5) years of combined experience, within the past ten (10) years, across a minimum of three (3) of the following tasks:

· Creating inventories for computer hardware

· Updating inventories for computer hardware

· Creating inventories for computer software

· Updating inventories for computer software

The Bidder must provide the following information with the Bid for the proposed resource's experience:

· Name of organization.

· Timeframe (from-to dates for month/year).

· Description of the proposed resource's roles and responsibilities.

· Detailed example(s) demonstrating the relevant experience.

· References* (Name, phone number and email address).

** Reference checks will only be conducted to confirm the information provided, such as formal role held within the project, task types, completion verification, and adherence to timelines.*

MT.4
The proposed resource must have a minimum of five (5) years of combined experience, within the past ten (10) years, in a corporate and/or Government-Wide Area Network environment, troubleshooting end users':

a) hardware technical problems

and

b) software technical problems

The Bidder must provide the following information with the Bid for the proposed resource's experience:

- Name of organization.
- Timeframe (from-to dates for month/year).
- Description of the proposed resource's roles and responsibilities.
- Detailed example(s) demonstrating the relevant experience.
- References* (Name, phone number and email address).

** Reference checks will only be conducted to confirm the information provided, such as formal role held within the project, task types, completion verification, and adherence to timelines.*