



JOB TITLE:	Systems Administrator	JOB CATEGORY:	Administration
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Department/Group:	Operations	Job code/Req#:	n/a
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Location:	Fully remote, in Canada. Applicants must be eligible to work in Canada permanently.	Travel required:	Occasional
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Level/Salary range:	\$65,000.00	Position type:	FT Permanent
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Language:	English, French (asset)	Job Details:	Full time, 35 hours per week
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Hours:	Typically, EST 9AM-5PM, with flexibility required to support alternate time zones
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Benefits	Monthly benefit top up for use with own plan, home office support, annual vacation, annual increases based on performance.
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APPLICATIONS ACCEPTED BY:

Fax or Email:	jobs@aruccnationalnetwork.ca	Subject line:	Application – Systems & Operations Administrator MyCreds/MesCertif
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ABOUT MYCREDS/MESCERTIF

MyCreds/MesCertif, a non-profit owned by the Association of Registrars of the Universities and Colleges of Canada (ARUCC), is Canada's only comprehensive document exchange highway and credential wallet for students and graduates. Just three years old, this ground-breaking sector-led collaboration enables secure issuing, exchange, and verification of official digital documents, badges, micro-credentials and diplomas and other documents from across Canada and around the world. Now operating at scale with 33% of the market, with adoption of the national network growing steadily, MyCreds/MesCertif is growing, creating opportunities for additional team members to support the network's growth and expansion. This innovative, pan-Canadian initiative continues to benefit from the expertise of hundreds of volunteers from colleges, universities and member organizations who engage regularly to ensure the network's ecosystem continues to develop prioritizing learner mobility and lifelong learning.

The MyCreds/MesCertif team is committed to fostering an inclusive environment where all team members and clients feel valued, respected, and supported. We embrace diversity in all its forms and believe that it strengthens our team and enhances our ability to serve all network users. We believe that by embracing our differences, we can achieve our collective goals and create a more equitable and inclusive society.

Description

Reporting to the Lead, Finance & Operations, the Systems Administrator is a cross-functional enabler who supports smooth internal operations through the administration of systems and data. This role is responsible for maintaining the technical and administrative backbone of MyCreds' operational systems, ensuring platforms remain secure, structured, and optimized for team use across departments. This includes administering permissions and structure in SharePoint, preparing and delivering data reports, maintaining CRM data accuracy, monitoring system workflows, and supporting implementation and onboarding for new tools and features.

The Systems Administrator brings a strong analytical mindset, technical skills in systems administration and reporting, and a passion for continuous improvement. As a valued member of the MyCreds | MesCertif team, the Systems Administrator fosters an environment of trust, support, and accountability while modeling respect for all team members and a focus on equity, diversity, and inclusion.

Responsibilities:

Systems Administration

- Administer and maintain internally controlled infrastructure, including Microsoft 365, data systems, project management tools, CRM, and MyCreds wallet administration
- Respond to and resolve internal and external user issues and inquiries as a first point of contact

- Troubleshoot system issues and escalate to SaaS vendors or the Lead, Finance & Operations, as needed

Data Reporting

- Support the preparation and delivery of reports for internal and external stakeholders
- Assist in identifying process improvement opportunities based on data and feedback.

Systems Monitoring

- Ensure system compliance with IS protocols, data security, and backup standards.
- Coordinate permissioning, access audits, and structure archiving of institutional data
- Ensure data accuracy and quality in client and operational systems through regular updates, integration management, audits, and data maintenance.

Implementation Support

- Support implementation of new platforms by participating in systems enhancement projects, coordinating technical onboarding, documenting administrative procedures, and preparing internal user training materials
- Document and maintain SOPs for internal systems and integrations. Champion change management and staff training related to new tools or processes

Experience & Education Requirements

- 2 years' experience in a related role, preferably in a technology driven environment
- College diploma or university degree in a related field
- Experience using data management and reporting tools
- Experience administering information systems.

Preferred Skills

- Proficient in Microsoft Office Suite, especially Excel; experience with CRM or ERP systems is an asset.
- Experience with Microsoft Power BI, Power Automate an asset
- Demonstrated analytical skills
- Demonstrated ability to set priorities and manage work to meet outlined timelines.
- Strong technical proficiency with data and database management tools
- Ability to work with and interpret data
- Tact and diplomacy
- Experience with document control, project coordination, or similar operational roles is beneficial.
- Strong attention to detail and demonstrated ability to plan and organize.
- Ability to work independently and collaboratively
- Creative thinking and problem-solving abilities

- Exceptional interpersonal and intrapersonal communication skills, both written and verbal, including the ability to communicate effectively with team members or clients.

Additional Notes

This is a 100% remote role, with a requirement for the candidate to live in and be eligible to work in Canada on a permanent basis. No agencies please. Education and employment are subject to verification.

REVIEWED BY: ARUCC Board Representative

DATE:

Approved by: Executive Director, MyCreds/MesCertif

Date: August 4, 2025

Last updated by: Lead, Finance & Operations

Date/Time: July 28, 2025