



POSITION DESCRIPTION

Position Title: Systems Administrator

Division: Information & Technology Services

Classification:

Supervisor's Title: Manager, Information & Technology Services

POSITION SUMMARY

Reporting to the Manager, Information & Technology Services, the incumbent is responsible for planning, installing, configuring and maintaining computer network hardware and software. This position works with other Systems Administrators and IT Technicians to upgrade and maintain the network/servers, solve problems and complete assigned projects.

This position requires a thorough knowledge of network operating systems, database systems, computer systems, software and hardware, and networks.

RESPONSIBILITIES AND ACCOUNTABILITIES

Primary:

Plan and implement upgrades to the college network and servers

- Develop Network plan for the College that takes into account the needs of all programs, locations and departments
- Ensure technical changes fit with Network Plan.
- Co-ordinate changes within the Network and servers; give direction to staff within the department to facilitate the implementation of the plan
- Ensure changes are done in a way that maintains the security and reliability of the network and servers
- Install and/or configure computer hardware, software, security cameras, PA systems, phones, electronic door locks and other networked devices to implement network upgrades
- Ensure network/server changes provide the necessary infrastructure to support critical systems such as security cameras, phones and emergency response systems
- Maintain proper documentation of all changes

Maintain College network and servers

- Develop maintenance and disaster recovery plans to ensure continued security and reliability of the College network and servers
- Direct staff within the department in the implementation of the maintenance and recovery plans
- Ensure all important College data is backed up in a manner that fits with day to day data recovery needs of the College and the disaster recovery plan
- Establish procedures to maintain the integrity of the College network and servers through proper network account and password maintenance
- Install software and firmware updates on College systems in order to maintain the security of the network and servers

- Ensure that anti-malware software, firewalls, anti-spam devices and other hardware and/or software is configured correctly and maintained properly to provide protection to the network from electronic threats
- Adjust and/or re-configure software and hardware as needed to maintain the performance of the network and servers
- Ensure maintenance plans consider critical College infrastructure such as security cameras, phones and emergency response systems
- Maintain proper documentation of all procedures

Solve network and server Problems

- Troubleshoot and repair problems with network hardware and software
- Act as an escalation resource for other staff within the department
- Prioritise network/server repairs based on the scope and severity of the problems
- Ensure problems with critical College infrastructure, such as emergency response systems and security cameras, are given top priority to ensure the well-being of staff and students
- Provide direction to staff within the department on correct troubleshooting and repair procedures
- Ensure solutions to problems are documented to facilitate quicker troubleshooting in the future

Secondary:

Provide Training to College staff

- Identify training objectives and goals for division staff that need training on updated portions of the network and servers/systems.
- Develop training schedules, practices and procedures for cross-training department staff.
- Train other staff and show staff how to do tasks as needed.
- Give advice and guidance on work procedures.

Research Computer Technology

- Maintain a high knowledge level by researching computer technology trends and keeping up to date with what is new.
- Maintain awareness of prevalent and emerging electronic threats
- Continually re-evaluate the College network/server plan and design based on emerging technology trends
- Ensure staff are aware of important technological developments so the College can continue to take a leadership role in technology based education

Other

- Respond to users requests for expertise and recommendations related to technical projects by clearly identifying issues, wants and needs, referring users to senior division staff as appropriate.
- Maintain contact with organizations and individuals outside the College that can provide insight into the technological needs of educational institutions
- Identify priority upgrades and assist with the budgeting and procurement of technology solutions
- Supervise ITS technicians during project rollouts, setup of new systems and services, and new site setups (rotating rural sites)

KEY RELATIONSHIPS (attach relevant organizational chart(s))

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Staff Positions Directly Supervised	_____
Staff Positions Indirectly Supervised	0 _____

Other Key Relationships:

Communicate on an on-going basis with ASD staff regarding the integration and installation of network equipment into government buildings

KNOWLEDGE, SKILLS, ABILITIES, OTHER

Individual must have a degree or diploma in Computer Science or related fields supplemented with three or more years of related experience.

This position requires extensive knowledge of a wide variety of computer hardware and software. Extensive knowledge of computer networking theory, communications protocols and interoperability standards is also essential. Knowledge of how technology is applicable to and implemented in educational institutions is also essential

This position also require the practical skills of implementing, installing and configuring computer hardware and software in large networks.

OTHER COMMENTS

The incumbent must be able to work in an environment that includes broad participation with all Divisions for the upgrading and maintenance of College systems. The position requires good organisational, analytical and research skills. The incumbent should be able to set priorities and assign tasks that need to be done to ensure the smooth functioning of College systems. They must have a broad understanding of the network and servers at the user level and can communicate their knowledge to users. The incumbent must be aware of and follow current security practices, both software and physical.

Although the incumbent is not required to be on call, there will times when overtime is necessary and occasionally situations will arise where work must be done on holidays and/or at any and all hours of the day.

The phrase "network hardware and software" is used throughout this document to mean not only computer hardware and software, but all devices and software the connects to the network, including: phones, security cameras, printers, PA systems, electronic door locks, switches, routers, network appliances and wireless network systems.

Employee's Signature

Date

Supervisor's Signature

Date