



Job Description

Position Title: IT System Administrator

Department: Information Technology

Reports To: Technology and Infrastructure Manager

Purpose

The IT System Administrator's role is to ensure the stability, security, integrity, availability and efficient operation of Grey County's IT infrastructure and in-house and cloud-hosted information systems that support core organizational functions. This is achieved through design, monitoring, maintaining and optimizing all system components, servers, storage, software, operating systems, hypervisors, phones, switches, routers/firewalls, in-building wireless networks and wide area networks (WANs) across the organization.

The IT System Administrator will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues. They provide end-user training where required, and promote secure and efficient use of technology throughout the organization.

Responsibilities

System Administration

- Manages, administers, maintains, and installs systems key to the operation of the network and systems including but not limited to corporate printing, remote access, virtualization, telephony including VoIP and converged communication systems, certificate authority, network access controls, authentication systems and monitoring for the entire County network.
- Maintain the corporate Active Directory (manages permissions and access to networked resources), including user and computer management, group policy objects and Azure AD.
- Procure, install, test compatibility and maintain server-based applications and operating systems.

- Work with department specific systems including Nurse Call, resident elopement systems, physical access control systems, telephone systems, paging and audio systems, camera systems, building automation systems and HVAC.

System Design and Implementation

- Participates and sometimes leads in the planning phase of projects as well as the project execution and procurement phases.
- Performs project management tasks, designs, secures, deploys, audits, supports, monitors, improves, administers, defines policies and is accountable for all Corporate operating systems including Microsoft Windows for servers, Linux, switches, routers, firewalls, virtual infrastructure, storage and all other network and/or system devices.
- Manages, interacts, builds and maintains relationships with vendors, consultants and other outside county agencies.
- Tests, reviews and/or implements changes to systems and network security.
- Implements and audits LAN and WAN security systems.
- Documents all additions, moves, and changes. Keeps department documentation up to date.

Backups & Disaster Recovery

- Designs, develops, implements, audits, supports, monitors, improves, administers and is responsible for all backup, restore and disaster recovery operations, including the Disaster Recovery (DR) site, storage, hardware, files, databases, servers, systems and services.
- Assists in DR testing exercises.

Innovation

- Assessment of network and server technology. Collaborates and develops technological solutions for departmental business needs.

Budgeting/Lifecycle Management

- Procure, implement, and maintain server hardware, software and peripherals. Provide information on network hardware and software lifecycles. Investigate potential software and/or hardware solutions and costs to provide to management for budget information.
- Holds vendors accountable to service level agreements.

Vendor Management

- Research and sourcing.
- Obtaining quotes with pricing, capabilities, turnaround times, and quality of work standards.

Training and Support

- Assists with completion of support tickets as needed based on issue volume, severity, technical difficulty, or staff levels.
- The IT System Administrator will see any tickets escalated to them through to completion.
- Provides timely and efficient training, user support, response to malfunctions, breakdowns and user questions that require technical help and support.
- Required to assist users at all levels of help desk.
- IT Staff are required to keep up to date on current computer technologies.

After Hours Support

- After hours technical support is required 24/7 on a rotating basis for all Grey County IT systems.

Working Conditions

Typically works in an office environment but may be required to work in other various locations such as long-term care facilities, maintenance garages and outside with some travel throughout the corporation. Flex hours, telecommuting and digital workspaces can be used with manager's approval to maximize productivity. Position requires intense concentration on screens and text for research, development, trouble shooting and other activities. Work is subject to interruption.

The IT System Administrator must be available, often on short notice, to locate and repair problems and malfunctions with various IT infrastructure components, urgent help desk related requests and provide advice to management. The IT System Administrator may be required to work in confined space or above ceiling height on occasion.

Usual working hours are based on thirty-five per week core hours. However, staff are required to carry an after-hours emergency pager on a rotational basis. Staff are awarded 3.5 hours per week of on-call duty, with minimums 15 minutes or 3 hours lieu time earned for remote or onsite after hours calls, respectively. Depending on the work needing to be completed, after-hours scheduling may be required.

Sits and walks intermittently throughout workday; stoops and climbs in inspecting, working and directing work; handles and manipulates tools and equipment.

Contacts

Internal Working Relationships

The position works closely staff at all levels throughout the organization. Staff must be given the proper technical solutions when it is needed. Guidance, advice and training are all important aspects of the position's internal working relationships.

External Working Relationships

External working relationships involve the County's network support contractors, other suppliers and agencies. The IT Department staff represents the County in the maintenance of systems integrity, while ensuring that provincial (e.g. Ministry of Health and Long Term Care, Ministry of Community and Social Services and Ministry of the Attorney General) requirements are met.

Knowledge and Skill

- Graduation from a 3- to 4-year network or systems administration program at an accredited college/university or equivalent education and/or experience.
- Industry certifications such as,
 - Cisco CCNP,
 - VMWare VCP
 - Microsoft MCSE
- Cyber Security training or certification
- Minimum of 5 years' experience related to:
 - Microsoft server and client products
 - Microsoft 365 technologies (Office, Exchange Online, Teams, etc)
 - Microsoft Intune and System Center Configuration Manager (SCCM)
 - Server Hardware
 - Virtualization Technologies
 - Azure or other cloud hosting platforms
 - Active Directory including Azure AD
 - Linux/Unix systems
 - Managing a large network environment
 - Remote Access (RDP, VPN)
 - Firewall experience including FortiNet products
 - Aruba switching and device management
 - Telephony, VoIP and converged network systems
 - Networking security
 - Security Incident and Event Management (SIEM) systems
 - Working with vendors supporting specialty hardware systems (HVAC, IP cameras, access control systems)
 - Backup and DR

- Knowledge of long- term care technologies, such as Nurse Call systems, resident elopement systems and audio paging systems,
- Formal training must be augmented with a demonstrated knowledge of current concepts, programs, methods and technologies in the industry.
- Working knowledge and understanding of basic electronics

- Experience installing, configuring and operating studio audio equipment, and IP video conferencing systems
- Extensive knowledge of core networking principles and layers in OSI model
- Knowledge of Windows Power Shell and working knowledge of scripting languages to facilitate automation of recurring tasks
- Strong interpersonal skills, with emphasis on training and development of non-technical people.
- Knowledge of Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and Personal Health Information Privacy Act (PHIPA)
- The ability to interpret and often translate technical issues into layperson's language that can be understood and used effectively.
- Valid Class "G" driver's license.
- Maintains awareness of trends and issues in the information technology field, to the extent possible when technological prospects are developing at very fast pace. Keeps skills and knowledge up to date through courses, seminars and selected reading.
- Responsible as an employee, for good occupational health and safety practices.
- Organizational skills with specialized attention to detail to avoid errors and ability to meet deadlines
- Demonstrated ability to work independently, referring only major problems to supervisor
- Demonstrated ability to exercise significant discretion and sensitivity involving regular access to confidential data
- Excellent verbal and written communication skills with the ability to explain, clarify and persuade to gain approval
- Performs other related duties that are assigned by the Technology and Infrastructure Manager

Impact of Error

Aspects of the IT infrastructure have almost no tolerance for failure, and could have life safety implications should they become non-functional. Incorrect actions result in system failures and life safety implications.

Poorly designed and implemented solutions would reduce departmental and program effectiveness, increase costs, decrease employee involvement and morale, cause embarrassment to Council, inconvenience to the public and cause negative financial/legal exposure.

Inaccurate or misunderstood research could result in ill-defined corporate information technology strategies with the long-range effect of productivity and poor/costly communication procedures.

Technical, training, communication and administrative errors would disrupt the County's network system.

Data leakage or loss caused by poorly designed/secured systems could cause the County significant embarrassment and financial/legal exposure.

Poorly designed/implemented/maintained solutions cause outages, failures and staff failing to embrace the use of technology which could adversely impact LTC resident care and their safety.



Scope and Responsibilities - Area Specific

Position Title: IT System Administrator – Core Infrastructure

Department: Information Technology

Reports To: Technology and Infrastructure Manager

The IT System Administrator – Core Infrastructure ensures optimal operations of the core IT infrastructure components such as firewalls, switches and servers (physical, virtual, clusters and in the Cloud) throughout Grey County.

The position works closely staff at all levels throughout the organization. Staff must be given the proper technical solutions when it is needed. Guidance, advice and training are all important aspects of the position's internal working relationships.

Typically works in an office environment but may be required to work in other various locations such as long-term care facilities, maintenance garages and outside with some travel throughout the corporation. Flex hours, telecommuting and digital workspaces can be used to maximize productivity. Position requires intense concentration on screens and text for research, development, trouble shooting and other activities. Work is subject to interruption.

Specific Scope of Activities

- Primary higher-tier support contact for server and network related issues
- Work with department specific systems including Nurse Call, resident elopement systems, physical access control systems, telephone systems, paging and audio systems, camera systems, building automation systems and HVAC
- Provides design, administration and support for corporate printing

Scope and Responsibilities - Area Specific

Position Title: IT System Administrator – Client Services

Department: Information Technology

Reports To: Technology and Infrastructure Manager

The IT System Administrator – Client Services ensures optimal delivery of all client-facing technology related services and solutions including computer and software deployments, user account setups and administration, email communications, telephony and unified communications, anti-virus and anti-malware systems, event logging, mobile devices, and various Cloud services.

The position works closely staff at all levels throughout the organization. Staff must be given the proper technical solutions when it is needed. Guidance, advice and training are all important aspects of the position's internal working relationships.

Typically works in an office environment but may be required to work in other various locations such as long-term care facilities, maintenance garages and outside with some travel throughout the corporation. Flex hours, telecommuting and digital workspaces can be used to maximize productivity. Position requires intense concentration on screens and text for research, development, trouble shooting and other activities. Work is subject to interruption.

Specific Scope of Activities

- Main point of contact for all Microsoft 365 services including email and communications
- Maintain and administer computer management systems
- Maintain user workstation system images and software deployment packages
- Deploy and maintain anti-virus and anti-malware software
- Primary higher tier contact for client facing systems, including but not limited to email and instant messaging (Microsoft 365 Services), workstations and phones



Attachment #3

Scope and Responsibilities - Area Specific

Position Title: IT System Administrator – Long-Term Care and Paramedic Services

Department: Information Technology

Reports To: Technology and Infrastructure Manager

The System Administrator – Long Term Care and Paramedic Services (LTC & PS) ensures optimal delivery of all technology related services and solutions primarily for the Long-Term Care and Paramedic Services departments meeting legislative requirements and Grey County standards. They will also provide the same IT services for other Grey County departments as required.

The position works closely with staff at all levels throughout the organization, especially front-line Long-Term Care/Paramedic Services staff and their Leadership Teams. There is also interaction with the Residents of Long-Term Care facilities during day to day duties. Project stakeholders must be given the proper technical solutions when it is needed. Guidance, advice and training are all important aspects of the position's internal working relationships.

Typically works in an office or long-term care facility environment. However, may be required to work in other various locations such as vehicle and maintenance bays/garages, electrical/utility rooms and outside with some travel throughout the corporation. Flex hours, telecommuting and digital workspaces can be used to maximize productivity. Position requires intense concentration on screens and text for research, development, trouble shooting and other activities. Work is subject to some interruption. Works from Long Term Care facilities on a regular schedule and periodic site visits to Paramedic Services bases with remaining time spent at the Administration Building.

Specific Scope of Activities

- Maintains and troubleshoots day to day operation of LTC and PS specific systems including Nurse Call, resident elopement systems, physical access

control systems, telephone systems, paging and audio systems, security and resident/staff safety camera systems

- Ensure that specialized 3rd party systems are integrated and utilized effectively to maximize the ROI
- Work with Long Term Care Executive Directors and Paramedic Services Director/Operations Manager to ensure adequate equipment and system lifecycles are budgeted for, ensuring continued reliable service delivery
- Coordinates primary support to Long Term Care and Paramedic Services departments
- Working knowledge of and extensive experience with Long Term Care technologies, such as Nurse Call systems, resident elopement systems and audio paging systems

Specific Knowledge Required

- Knowledge of Long-Term Care Homes Act (LTCHA), Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Personal Health Information Privacy Act (PHIPA) and the Grey County Long Term Care policies
- Mandatory annual education training provided by Long Term Care