



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, integrity, and efficient operation of both third party and in-house information systems, that support core organizational functions. This is achieved by monitoring, maintaining, supporting, and optimizing all networked software and associated operating systems.

The IT System Administrator will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues in order to maximize the benefit of Information Technology systems investments.

RESPONSIBILITIES

Server Hardware and Software Support

- Procure, implementation, and maintain server hardware and peripherals.
- Purchase, install, test compatibility, and maintain server-based applications and operating systems.

Desktop Hardware and Software Support

- Install, troubleshoot, and maintain PC hardware, peripherals and related sub-systems in all departments.
- Research, procure, implement, configure and maintain for all departments.

Infrastructure Support

- Research, plan, purchase equipment and software for both Wired and Wireless LAN and WAN connectivity.

Telephone Support

- Co-ordinate implementation of all add/moves/changes with regards to our phone systems, wireless phone systems, PDA's and pagers.

Training Support

- Provides timely and efficient training, user support, response to malfunctions, breakdowns and user questions that require technical help.

- IT Staff are required to keep up to date on current computer technologies.

After Hours Support

- After hours technical support is required 24/7.

Documentation

- Creates and updates client and server-side documentation and procedures.

Security

- Provide physical and network related security to the County of Grey's infrastructure.

Programming and Web Development

- Working knowledge of scripting and Web Development technologies.

WORKING CONDITIONS

Generally, works in an office environment, with some travel involved to provide technical support services throughout the corporation. Position requires intense concentration on screens and text for research, development, trouble shooting and other support activities. Work is subject to interruption. IT System Administrators must be available, often on short notice, to locate and repair problems and malfunctions and provide advice to users. All IT System Administrators are 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 afterhours emergency pager on a rotational basis and provide office coverage from 7 AM to 4:40 PM.

CONTACTS

Internal Working Relationships

The position works closely with users at all levels throughout the organization. Users must be given the proper technical support 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 the system's integrity, while ensuring that provincial (e.g. Ministry of Community and Social Services and Ministry of the Attorney General) requirements are met.

KNOWLEDGE AND SKILL

- Graduation from a two-year Microcomputer/Networking program at a recognized College of Applied Arts and Technology, with a minimum of 5 years' experience working in a large network environment.

- Formal training must be augmented with a demonstrated knowledge of current concepts, programs, methods and technologies in the data management field.
- Particular knowledge of network security, Ethernet networks, SQL database management and a broad knowledge of hardware and software programming and capability (specifically Microsoft technologies).
- Strong interpersonal skills, with emphasis on training and development of non-technical people.
- The ability to interpret and often translate bewildering 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 blinding speed. Keeps skills and knowledge up to date through courses, seminars and selected reading.
- Responsible as an employee, for good occupational health and safety practices.
- Performs other related duties that are assigned by the Director of Information Technology.

IMPACT OF ERROR

Significant consequences in the event of loss of access to data, and/or in staff productivity.

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



Scope and Responsibilities - Area Specific

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SCOPE OF ACTIVITIES

Many information systems are driven by technology. The corporation relies on this position to maintain (systems) reliability, timeliness, security and accessibility. The position is expected to support the work of operating departments, corporate management and its services. It is controlled by contemporary standards of technology management, corporate policy, management and communication practices.

1. **Server Hardware Support**

To design, install, administer, and optimize the Corporation's servers and related components to achieve high performance of the various business applications supported by tuning the servers as necessary. This includes ensuring the availability of client/server applications, configuring all new implementations, and developing processes and procedures for ongoing management of the server environment.

Research new server hardware technologies. Server hardware includes; RAID arrays, storage devices, blade servers, storage area network devices (SAN), networked mass storage devices, and backup devices.

2. **Server Software Support**

To ensure the stable operation of both third party and in-house computer software systems and network connections. This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all network software and communication links. This will also involve analyzing and resolving end user software program and connectivity issues in a timely and accurate fashion and provide end user training where required.

Researching of potential software deployment. Procure and support the following: Server Operating systems; Windows 2000-2003 servers, Linux, Microsoft Exchange, Microsoft SQL, Microsoft HIS, Terminal server, Microsoft ISA, Symantec Antivirus, Mail Security, and Livestate, Veritas Backup software, GFI Mail Essentials and LanGuard, Virtual servers, Microsoft IIS, Microsoft Web server, ColdFusion, MySql, Crystal Reports, Blackberry Enterprise Server (BES), Jacob's Time Manger, PastPerfect, Hot Banana, Chameleon (Grey Roots POS), Stellent document management software.

3. **Desktop Hardware Support**

To provide a single point of contact, by utilizing web-based Help Desk software, for end-users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading

all PC hardware and equipment to ensure optimal workstation performance. Will also troubleshoot problem areas (in person, by remote desktop access, by telephone, or via e-mail) in a timely and accurate fashion and provide end-user assistance where required.

4. Desktop Software Support

To deliver support to end users in the organization about how to use various types of software programs efficiently and effectively in fulfilling business objectives. This includes troubleshooting applications and software for all internal customers, such as operations, development, and other business units. The Application Support Analyst is also responsible for assisting in the design, delivery, and improvement of in-house software applications training programs and related courseware.

5. Infrastructure Support

To plan, organize, and manage staff and overall operations to ensure the stable operation of the organization's IT infrastructure for both the WAN (Wide Area Network) and LAN (Local Area Network) connectivity and security. This includes developing, maintaining, supporting, and optimizing key functional areas, particularly network infrastructure, server infrastructure, data communications, and telecommunications systems. IT System Administrators will also schedule and direct activities to resolve hardware and software problems in a timely and accurate manner.

6. Telephone Support

Telecommunications support includes installation, support, and maintenance of in-house voice, data, cellular, PDA's, Blackberry wireless devices, Portable phones, pagers and video equipment. This includes configuring, diagnosing, repairing, upgrading, and optimizing all telephone systems and services, voicemail and PBX communication systems, and video conferencing environments. The person will also analyze and resolve telecommunications circuit issues in a timely and accurate fashion and assist all user needs. Coordinate implementation of all add/moves/changes with regard to County phone systems. Working knowledge of Nortel Meridian, Norstar and NEC phone systems required. Understanding of Nurse Call Systems functionality required to deal with County contractors.

7. Training Support

To deliver training to end users in the organization on how to use various types of software programs efficiently and effectively in support of business objectives. This individual is responsible for designing, delivering, and improving in-house software applications training programs and related courseware.

8. After Hours Support

The IT Department provides 24/7 after hours technical support for all essential business operations. (ie. Long term care facilities use of web-based patient care applications).

9. Documentation

To develop written information about the organization's computing systems that aid in their development, use, and support. This information must be maintained as technologies and procedures evolve. Outputs will include a range of documents to be read by both technical and non-technical personnel across all departments.

10. Security

To ensure the secure operation of all in-house computer systems, servers, and network

connections. This includes checking server and firewall logs, scrutinizing network traffic, establishing and updating virus scans, and troubleshooting. This person will also analyze and resolve security breaches and vulnerability issues in a timely and accurate fashion, and conduct user activity audits where required.

11. Programming and Web Development

Utilize scripting to aid in network and software management. The IT Department supports all County Web sites (Tourism, Museum and Corporate). Staff must be able to update static page content and work with (or without) contractors to develop and maintain the content management portions of the sites.