

Job Description/Specifications

Identification: J0483

**TFEU/BCTF Joint Salary
Committee Decisions**

JOB/POSITION TITLE: Senior Systems Administrator

FORMER TITLE/DEPARTMENT:
Network Administrator

DIVISION/DEPARTMENT: RT/Information Technology

PAY GRADE: 6

SUPERVISOR'S TITLE: Co-ordinator of Info. Technology

DATE APPROVED: July 21, 2010

Function and purpose (a)

The Senior System Administrator's role is to oversee the stable operation of the BCTF's in-house computer software systems and its computer network.

Responsible for designing, planning, development (or selection), installation, configuration, and ongoing support and optimization of the Information Technology Infrastructure including network and server hardware, software and communication links as well as ensuring high levels of availability and security of all supported organizational applications is maintained.

Participates in the planning and implementation of policies and procedures related to these systems that are consistent with organizational goals, industry best practices, and regulatory requirements.

Principal duties and responsibilities (a)

- Manage all network services that provide for the ongoing operability of all application software.
- Provide advice to the IT Coordinator and IT Director on strategic directions and technology options for future development of BCTF Information Technology.
- Develop project plans and charters; manage projects, tracking progress to plan, escalating issues as they are identified and otherwise exercising sound project management practices in accordance with established organizational and departmental practices.
- Manage communications infrastructure (e.g. e-mail) and connection solutions, including workstation connectivity, the phone system, local area networks, Web site, intranet, and Internet applications.
- Meet with decision makers and end users to define and/or validate strategic objectives and future requirements or validate and resolve system issues.
- Ensure the integrity and security of BCTF information on computers, databases, and during data transmission in accordance with organizational needs and industry best-practices regarding privacy, security, and regulatory compliance.
- Oversee the installation and ongoing maintenance of workstations, servers, printers, scanners, firewalls, encryption systems, and all security systems.

- Manage end user accounts, permissions, access rights, and storage allocations in accordance with organizational needs and industry best-practices regarding privacy, security, and regulatory compliance.
- Perform network and security audits.
- Establish, test and document system backup and recovery procedures that can be regularly executed by the Systems Administrator and oversee the routine testing of same.
- Establish Disaster Recovery practices and procedures and test on a routine basis.
- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on servers or workstations. Escalate incidents as necessary.
- Analyze system, server, application, network, and input/output device performance.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
- Conduct research on emerging products, services, protocols, and standards in support of systems and network software procurement and development efforts.
- Participate in negotiations with vendors, outsourcers, and contractors to secure software products and services.
- Develop, document, and maintain policies, procedures and associated training required for system and network administration and use.
- Perform light programming as needed (usually scripting, which involves writing programs to automate tasks).
- Assist and/or guide members of the Systems Support team as needed or as directed by the IT Coordinator.
- Provide systems and network support to Application Support teams throughout project lifecycles.
- Respond to problems escalated by the Services Support team in a timely manner.
- Staying on top of current developments and future implications and strategic thinking in these areas is a part of the work of this position.

JOB REQUIREMENTS

This section sets out the minimum requirements in the areas of EXPERIENCE, EDUCATION, TRAINING, CERTIFICATES AND PHYSICAL DEMANDS necessary to perform the job.

Experience (b)

More than 5 years of directly related experience that demonstrates the following:

- Working technical knowledge of the BCTF's current network, PC, and platform operating systems
- Working technical knowledge of the BCTF's current systems software, protocols, and standards, for example, firewalls, Active Directory, etc.
- Strong knowledge of local area network administration.
- Hands-on software and hardware troubleshooting experience.
- Experience with data management.
- Experience documenting and maintaining configuration and process information.
- Strong project management skills.
- Excellent written and oral communication skills.
- Excellent listening and interpersonal skills.
- Strong ability to collaborate and lead planning with team members and end-user groups.
- Ability to conduct research into protocols, standards and products as required.
- Ability to communicate ideas in both technical and user-friendly language.
- Highly self motivated and directed.
- Keen attention to detail.
- Proven analytical and creative problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong customer service orientation.

Education and training (c)

- College diploma or university degree in the field of computer science, information systems, or software engineering or 10 years of equivalent work experience.

Licences and certificates (c)

- Certification or designations appropriate to the role and the technologies planned or implemented by the organization.

Environment (g)

JOB CHARACTERISTICS

This section is a key component of the Salary Determination process. This section also forms part of the job description and describes some of the conditions under which the work is performed.

Contacts and relationships (d)

- Contacts and relationships with all levels of federation staff including Executive members, Advisory Committee, Management, Directors, Supervisors and other Federation staff and Federation members.. Role requires a high degree of tact and discretion to gather information necessary for tasks such as project definition, requirements gathering and problem resolution where results may be used to influence, direct, recommend or seek consensus at any or all of the levels identified. Information is routinely of a complex and technical nature that must often be conveyed in layman's terms.
- Contacts with external agencies or external consultants providing technical services are an integral part of the job.

Machine, equipment and work aids used:

- Computer and network operating systems; a wide variety of server and client software; a wide variety of hardware

Positions supervised:

- None

Physical and mental effort:

- Subject to frequent pressure to resolve problems requiring immediate action, working to deadlines, responding to end-user issues and juggling multiple priorities.

Working Conditions

- Significant periods of time spent using a computer or a variety of computers, exposure to glare from computer monitors, neck and /or backache from sitting and concentrating on computer screen images for long periods of time.