Job Description/Specification

Identification:	**J0492**	**TFEU/BCTF Joint Salary Committee Decisions**
JOB/POSITION TITLE:	Systems Administrator	**FORMER TITLE/DEPARTMENT:** Network Administrator
DIVISION/DEPARTMENT:	RT/Information Technology	**PAY GRADE:** 5
SUPERVISOR'S TITLE:	Co-ordinator of Information Technology	**DATE APPROVED:** July 21, 2010

Function and purpose (a)

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

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

Provides input to 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)

1. Support BCTF's communications infrastructure (e.g. email) and connection solutions, including workstation connectivity, the phone system, local area networks, Web site, intranet, and Internet applications.

2. Maintain the ongoing integrity and security of BCTF information on computers, databases, and during data transmission in accordance with established organizational practices regarding privacy, security, and regulatory compliance.

3. Participate in the installation and ongoing maintenance of workstations, servers, printers, scanners, firewalls, encryption systems, and all security systems.

4. Work with the Senior Systems Administrator to maintain end user accounts, permissions, access rights, and storage allocations in accordance with organizational needs and industry best-practices regarding privacy, security, and regulatory compliance.
5. Perform network and security audits.

6. Perform and/or monitor system backups and routine testing and restores.

7. Participate in routine testing of Disaster Recovery procedures.

8. Mitigate, identify, troubleshoot, and resolve hardware and software problems on servers or workstations. Escalate incidents as necessary.

9. Analyze system, server, application, network, and input/output device performance.

10. Work with the Senior Systems Administrator in recommending, scheduling, and performing software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.

11. Participate in negotiations with vendors, outsourcers, and contractors to secure software products and services.

12. Document, and maintain policies and procedures required for system and network administration and use.

13. Perform light programming as needed (usually scripting, which involves writing programs to automate tasks).

14. Provide systems support to Application Support teams throughout project lifecycles.

15. Respond to problems escalated by the Services Support team in a timely manner.

16. Represent Information Technology in a support liaison capacity at BCTF sponsored events, and at regional meetings, as requested.

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 3 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 understanding of local area network administration.
- Hands-on software and hardware troubleshooting experience.
- Some experience with data management.
- Experience documenting and maintaining configuration and process information.
- Excellent written and oral communication skills.
- Excellent listening and interpersonal skills.
- 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.
- Experience working in a team-oriented, collaborative environment.

Education and training (c)
- College diploma in the field of computer science, information systems, or software engineering or 5 years of equivalent work experience.

Licenses and certificates (d)
- 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 a variety of Federation staff including Management, Directors, Supervisors other staff and Federation members. Role requires a high degree of tact and discretion to gather information necessary for tasks such as requirements gathering and problem resolution where results may be used to recommend system changes or problem resolutions with 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 technical support departments of software and hardware vendors to obtain technical information and resolve problems 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, possible neck and /or backache from sitting and concentrating on computer screen images for long periods of time.

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