

JOB DESCRIPTION

JOB TITLE	IT Network and Systems Administrator
MINISTRY/DEPARTMENT	Information Management and Information Technology (IMIT)
REPORTS TO	Senior IT Operations Manager
JOB FAMILY	Professional/Expert
CLASSIFICATION LEVEL	Level 4
DATE CLASSIFIED	August 2024

POSITION SUMMARY

The IT Network and Systems Administrator contributes to the technical efficiency and evolution of MNBC's IT Technology and Infrastructure by deploying, supporting, and maintaining MNBC hardware, software, end-users' work-assigned technology tools, provisioned laptops and desktop devices, printers, accessories, including local area network (LAN) and communication services. The Administrator manages organization-wide technical support and assistance through service requests/incident tickets, and/or escalating complex concerns or issues to the Director.

The Administrator develops and oversees processes related to system capacity needs, server environments, security solutions, and various infrastructure components. They will be responsible for analyzing, recommending, and implementing changes while adhering to change management control processes. The Administrator ensures maximum uptime, security, and performance of the organization's infrastructure and manages and supports key systems such as Office 365, Active Directory, network and security systems, backup and storage solutions, and physical/virtual server environments. Additionally, the role involves monitoring and maintaining tools for security and staying up to date with vendor releases/patches. The Administrator provides feedback, develops standard operating procedures, and leads projects through design and delivery stages. They collaborate with cross-functional teams and escalate issues when necessary to ensure successful project outcomes. The role also includes knowledge transfer to junior technical resources and assisting in the development of organizational standards and templates to enhance efficiency and consistency.

LOCATION

- Provincial Head Office – Surrey, BC.

DUTIES & RESPONSIBILITIES

- Develops and oversees processes for collecting, analyzing, reporting, and recommending system capacity needs.
- Maintains server environments including hardware and software and virtualization to ensure maximum uptime that meets defined business requirements and industry standards.
- Investigates, analyzes, recommends, configures, installs, and tests hardware and software changes in accordance with proper change management control processes.
- Implements security solutions that help maintain the environment as per industry standards.
- Establishes preventive and corrective maintenance activities to maximize platform availability, quality, and performance.
- Manages and supports Office 365, Active Directory, network and security systems, backup and storage solutions, physical and Virtual Server environments and identifies management tools.

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- Monitors and maintains tools such as Living Security, Snipe IT, PRTG Monitoring, Keeper, Telus Business Connect and Darktrace.
- Ensures all components are kept secure and up to date based on latest available vendor releases/patches and ensures appropriate pre-production testing validation is performed to maximize stability.
- Provides feedback to various business level departments and teams on operational issues as part of a continuous improvement process.
- Develops and maintains standard operating procedures.

Core Infrastructure

- Builds and maintains application delivery infrastructure and processes to support business requirements.
- Recommends the approach to ensure all server and core applications are kept up to date based on latest available vendor releases/patches. Ensures appropriate pre-production testing validation is performed to maximize stability.
- Maintains equipment firmware and ensure configuration is up to date.
- Cross trains and provides knowledge transfer to other less experienced technical resources.
- Performs rotational on-call duties as required.

Project Management

- Leads projects through the stages of high-level design, scope definition, detail design, and delivery planning.
- Escalates issues to manager or Director as necessary to mitigate risks and ensure projects and initiatives achieve desired outcomes.
- Assists in development, review, and maintenance of organizational standards and templates to increase consistency and efficiency.

Other

- Participates in committees and project teams as required.
- Undertakes related duties as assigned, consistent with the job grade of the position.
- Other duties may be assigned as needed to ensure the efficient operation of MNBC.
- Regular/ occasional attendance at meetings/ events that may require work and travel outside of normal business hours.

Supervision Given

- Various Positions

QUALIFICATIONS

- Bachelor's degree in computer information systems or related field from a recognized, post-secondary institution.
- Minimum five (5) years of progressive work-related experience in Exchange, Intune, SharePoint, Security & Compliance (Purview) and Tier II and III technical support within enterprise environments. Minimum two (2)

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years of additional specialized training in Windows Server management and administration, with advanced knowledge of virtualization, Microsoft Active Directory, Dell/EMC hardware, and Fortinet network devices.

- Demonstrated ability to effectively communicate both verbally and in writing.
- Strong interpersonal and communication skills.
- Proven ability to utilize strong interpersonal skills to deal with others effectively.
- Proven ability to prioritize tasks, meet deadlines, and work with minimal supervision.
- Lifting of IT equipment may be required (up to 30 lbs).
- Knowledge and/or awareness of the historical and contemporary contributions made by Métis people in B.C.
- Possession of, or the ability to obtain, a Class 5 driver's licence may be required.
- The position may require the completion of a Criminal Record Check and Vulnerable Sector Check.

MNBC VALUES

- **Manâcihitowin (Respect)** - We respect ourselves, others and all Creation.
- **Kwayes'kwât'sowin (Integrity)** - We hold integrity as a core value. We are honest with ourselves, our colleagues, our communities, and our partners. We are reliable and follow through on our word.
- **Ahtisihcikêwin (Innovation)** - We draw on the spirit of Métis innovation and bring forward our curiosity and creativity to problem solve and develop new solutions for our people.
- **Tâpahtiyim'sowin (Humility)** - We show and practice cultural humility and cultural agility. We are open to new ideas and recognize the wisdom that surrounds us from others who carry different experiences than ours.
- **Kisîwât'sowin (Kindness)** - We show and practice lateral kindness in our organization and to everyone with whom we interact on behalf of the Nation. We practice kaa-wiichihiyoaahk (we take care of each other.)
- **Sipihkisôwin (Resilience)** - We are resilient and do not fear challenges or setbacks but remain courageous and learn from each step of the journey. We channel the courage of our Métis ancestors who faced adversity and remained resilient.
- **Atoskâtowin (Teamwork)** - We work together and actively seek opportunities to share information, collaborate on initiatives, and practice reciprocity for stronger outcomes. We embrace teamwork to achieve greater potential for success.