

## Information System Administrator

<b>Job title</b>	Information System Administrator	<b>Effective date</b>	January 1 <sup>st</sup> , 2014
<b>Reports to</b>	Information System Manager	<b>Approved by</b>	HR Manager
<b>Work Schedule</b>	Monday - Friday	<b>Day Shift</b> <input checked="" type="checkbox"/> <b>Evening Shift</b> <input type="checkbox"/>	8H00 – 16H30 <input checked="" type="checkbox"/> 8H30 – 17H00 <input checked="" type="checkbox"/> 9H00 – 17H30 <input checked="" type="checkbox"/>

### **JOB DESCRIPTION**

The *Information System Administrator* is responsible for all aspects of network administration including servers, desktop systems, communications hardware/software and office systems. This position plans, develops, installs, troubleshoots, maintains and supports an operating system and associated server hardware, software and databases ensuring optimum system integrity, security, backup and performance.

*Note: This Job Description may not encompass the entire scope of this role, as other duties maybe assigned by management.*

### **RESPONSIBILITIES**

#### **Help Desk Management**

- Respond to all IT problems and malfunctions, providing guidance and assistance as needed;
- Oversee servicing of a range of equipment from workstations to servers to networks.

#### **Network Administration**

- Evaluate, design, install, maintain and configure network infrastructure components, wireless infrastructure, switches and routers;
- Manages performance and maintains security of LANS;
- Maintain terrestrial communications utilizing transmission over fiber;
- Maintain a network addresses scheme;
- Research and select technologies for monitoring network traffic, security and performance issues;
- Work with vendors on software and hardware technical issues;
- Make recommendations to management concerning network upgrades;
- Develop system recovery procedures to minimize system downtime; provide technical support for maintaining system reliability and availability.

#### **Database Administration**

- Performance tuning and resource monitoring of various database;
- Ensure data recovery, maintenance, data integrity and space requirements;
- Communicating regularly with technical, applications and operational staff to ensure database integrity and security;

- Commissioning and installing new applications;
- Backup/recovery, installation and upgrades;
- Assist with the development of new projects and systems as required.

## **IT Management**

- Overseeing the setup, configuration and deployment of desktops (and associated software including operating systems, productivity software and enterprise business applications), servers, data center equipment and security tools;
- Supervise troubleshooting, internal customer support;
- Conduct needs analysis for business projects involving IT;
- Research, price out and recommend technology purchases for projects and everyday operations;
- Articulate the technical requirements for departmental IT initiatives;
- Project and manage enterprise portfolio of IT assets;
- Manage relationships with third-party companies for service, support and product issues, including outsourcers, developers and other vendors;
- Facilitate communication between departments and communicate IT-related issues to senior management as required;
- Maintenance & setup of cameras (interior & exterior);
- Management of access cards and terminals;
- Performs other related work as required.

## **POSITION REQUIREMENTS**

### **Education & Experience**

- Bachelor's degree in computer science or a related field (or equivalent work experience);
- 5-7 years' experience supporting, implementing and/or administering Windows XP, 2003, 2008R2, 2012, Windows 7, Active Directory, MS SQL, Network Cabling, SharePoint, VMware, Wireless Network;
- Microsoft Certified System Administrator (MCSA);
- Microsoft Certified System Engineer (MCSE), an asset.

### **Knowledge & Qualifications**

- Familiarity with Web tools and technology; understanding of network issues; ideally possesses relevant server experience;
- Extensive hands-on technical knowledge of Network Systems, Protocols, and standards such as Ethernet, LAN, WAN, TCP/IP, VoIP, Layer 2 switching, Layer 3 routing, etc.;
- The ability to work closely with IT project managers, database programmers and Web developers;
- Competency in project management and effective management of resources in the execution of multiple projects;
- Proven ability to diagnose solves complex system and application problems and errors;
- Strong project management skills and a demonstrated track record in executing on business strategy;

- Deep understanding of hardware and systems including data center equipment, servers, desktop PCs, mobile devices, network infrastructure and security tools.

**Personal Attributes**

- Able to communicate effectively with non-technical staff and with members of interdisciplinary teams;
- Flexible and adaptable in regards to learning and understanding new technologies;
- Strong written, oral, and interpersonal communication skills;
- Ability to conduct research into software-related issues and products;
- Highly self-motivated and directed;
- Keen attention to detail;
- Proven analytical and problem-solving abilities;
- Must have creativity and flexibility in problem solving;
- Ability to effectively prioritize and execute tasks in a high-pressure environment;
- Ability to work both independently and in a team-oriented, collaborative environment;
- Must be able to anticipate problems and avoid them by proper maintenance;
- Must be capable of working long hours whenever there is a problem with the systems or the network or back-ups performed.

**DIRECT REPORTS**

- This position has no direct reports.

**CONTACT:**

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