

Job Description

POSITION:	Systems Administrator
ACCOUNTABILITY:	Supervisor of Information Technology
CLASSIFICATION:	Full-time
DATE APPROVED:	February 15, 2023
DATE REVISED:	January 11, 2024

JOB PURPOSE

The Systems Administrator is responsible for providing hardware and software support to all Agency locations and for installing, configuring and maintaining computer equipment, software, systems and other hardware. The Systems Administrator is responsible to establish, maintain network infrastructure, IP based services, network traffic, and network-based hardware and software, as well as monitor and optimize network performance. The Systems Administrator functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

KEY JOB FUNCTIONS

Design and Install Systems:

Set up, design and install systems within the agency.

- Design, monitor, upgrade and install updated network systems;
- Maintain system efficiency;
- Make recommendations for future upgrades;
- Maintain network and system security;
- Analyze and support computer and system issues;
- Evaluate and modify system performance and develop system specifications
- Assign configuration, authentication and authorization of directory services;
- Maintain file servers;
- Ensure records of system and network downtime and equipment inventory are properly maintained;
- Work with vendors to support activities;
- Develop and monitor new systems and application implementation plans, custom scripts and testing procedures to ensure operational reliability;
- Train information technology staff how to use new software and hardware that is developed or acquired;
- Install, modify and maintain systems and utility software on server computer systems;
- Develop systems and procedures to maintain security and protect systems from unauthorized use, acts of nature and user abuse;
- Develop programs, procedures and documentation for backup and restoration of operating systems and applications;
- Develop tools, procedures and training sessions for staff.

Design and install Network Systems:

Set up, design and install Network systems for the agency

- Maintain integrity of the network;
- Assign routing protocols;
- Assign NAT policies, firewall access rules, custom VPN access, and firmware upgrades;
- Configure and monitor wireless access at all offices;
- Assign static IP configuration, DHCP scopes, and subnets
- Maintain, troubleshoot, repair and administer local area networks (LANs), wide area networks (WANs), DMZs, IP services, computer workstations, connections to the Internet and peripheral equipment;

Information Technology Systems:

Set up, support and maintain information technology services within the agency.

- Set up, install, configure, test, train, monitor and troubleshoot new hardware and software;
- Monitor and configure physical and virtual servers;
- Configure access to Microsoft 365 suite of products;
- Manage and monitor Agency Mobile Device Management policies;
- Configure and manage Active Directory and Exchange services;
- Train and provide technical support to users on the systems and with software and hardware;
- Recommend improvements to system;
- Ensure reliability and efficiency of backup systems, website, e-mail and documents;
- Monitor and take measures to protect and improve integrity of data;
- Complete updates to software and systems;
- Conduct annual inspections and cleaning of hardware;
- Troubleshoot hardware and software issues;
- Back up and archive all documents and data files;
- Set up email for users and configure access for Supervisors during extended leaves of absence.

Telecommunication Systems:

Set up and support telecommunication system within the agency.

- Set up, install and configure telecommunication systems;
- Provide advice and technical support to users of the system;
- Assist with video conferencing, teleconferencing, message centre and other communication systems;
- Purchase, configure, and assign agency cellular and mobile devices;

Child Welfare Information Management Systems:

Provide technical support with the Information Management Systems for Child Welfare within the agency.

- Install and configure new users on CWIS, Fast Track and other software;
- Maintain, monitor and update systems and software.

Relationship and Team Building:

Work collaboratively and cooperatively at all levels.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values;
- Ensure appropriate communication and consultation with Supervisor at appropriate times;
- Ensure effective and professional communications with all internal and external stakeholders;
- Share information according to privacy and/or confidentiality guidelines;
- Work respectfully, positively, professionally and collaboratively with team members.

Cultural Competency

Participate in cultural activities within the agency.

- Follow the Seven Grandfather teachings as it relates to the position in line with the vision and mission of the Agency;
- Actively attend and participate in regular Anishinaabe Aadziwin cultural training and/or activities provided by the Agency;
- Ensure appropriate cultural opening when coordinating meetings both within the agency, for clients, families, communities and other collaterals;
- Actively seek guidance from cultural staff how to incorporate culture into the position or how to work from a cultural perspective;
- Engage in learning and incorporating Anishnaabemowin language within the position.

Administration and Reporting:

Complete administrative functions and reports, and adhere to Agency policies, procedures, and relevant practices.

- Ensure submissions of reports are completed and reviewed;

- Prepare reports, statistics, briefing notes and correspondence as required;
- Develop and maintain an individual detailed work plan of activities;
- Ensure confidentiality and safekeeping of all Agency documents and records;
- Develop and maintain accurate, up-to-date and concise work files;
- Work in compliance with the Occupational Health and Safety Act and any other relevant legislation;
- Prepare and submit monthly reports and travel expense claims and maintain attendance records;
- Follow Agency human resources, finance and other policies and procedures in the performance of duties.

Other Duties

- Act in accordance with agency Code of Ethics and maintain confidentiality at all times to protect the privacy of Agency staff, families and communities;
- Participate in internal or external committees as required or assigned;
- Perform additional related duties in accordance with job responsibilities and department objectives;
- Participate in training, cultural events and other mandatory training as required;
- Other duties as required or assigned.

QUALIFICATIONS

Minimum Education

- Diploma or Degree in Computer Science/Software Engineering or related field
- Certification in A+ and Microsoft Certified Professional would be preferred

Minimum Experience

- Three (3) years' experience developing and maintaining Information Technology infrastructure and working with and configuring network environments with firewalls, IP subnets, VPNs, electronic mail operations and remote communications
- Three (3) years' experience in complex system design, programming and systems software and support
- Experience working with Aboriginal people, organizations and communities
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Knowledge of Windows Operating Systems and network operating systems
- Knowledge of programming languages and operating systems
- Knowledge and proficiency in personal computer technology and peripherals, application software, operating systems, diagnostic software, anti-virus programs, software images and recovery procedures
- Knowledge of North Shore First Nations

Special Skills

- Excellent computer skills with MS Office Software, networking and other software
- Excellent analytical and research skills
- Excellent interpersonal and customer service skills
- Excellent conflict resolution and problem solving skills
- Excellent oral and written communication skills
- Excellent organizational skills
- Excellent time management skills
- Ability to attend to detail
- Ability to communicate in user-friendly language
- Ability to develop and configure complex information technology systems
- Ability to manage multiple priorities and work in a fast-paced environment
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to adapt to and manage change
- Ability to work with confidential and sensitive information

Other Requirements

- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings;
- Ability to understand and speak Anishnaabemowin is a definite asset;
- Must provide a Police Records Check deemed satisfactory by the employer;
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel;
- Must have \$1M automobile insurance coverage.

WORK SITE LOCATION

The location of this position is to be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Systems Administrator will typically be in an office setting. The Systems Administrator is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Systems Administrator will be required to travel to meetings in the province of Ontario.

Management positions can be mentally and emotionally challenging. The administration of employees and financial issues can be mentally and emotionally challenging. As a result, this position is more mentally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually quiet to moderate, but may be loud on occasion. The nature of the position may expose the Systems Administrator to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring on occasions.

Given the traditional practices of Indigenous people, from time to time exposure to smoke from the burning of sacred medicines; tobacco, sweet grass, sage or cedar, may occur.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine and adding machine

SUPERVISORY RESPONSIBILITY

The position is not required to supervise staff.

KEY RELATIONSHIPS

Internal

The position requires interaction with the Manager of Infrastructure and Technology, Managers, Supervisors, co-workers, and other staff.

External

The Systems Administrator will interact with the Ministry of Children, Community and Social Services, Children's Aid Societies, other First Nations and other agencies.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its contents.

Signature of Employee

Date