



OUT OF SERVICE JOB POSTING

Applications for this posting will be accepted from current employees and the general public who meet the minimum qualifications of the job. Regular employees as defined in the CUPE Collective Agreement shall be considered prior to all others.

JOB POSTING U0-094

COMPETITION OPEN UNTIL FILLED

SYSTEMS/NETWORK ADMINISTRATOR

COMPUTING & TELECOMMUNICATIONS SERVICES

INFORMATION TECHNOLOGY SERVICES

Note: This is a **full-time term** position, starting as soon as possible for an unspecified duration and is expected to be located at Lansdowne and Interurban Campus. Hours of work are Monday to Friday, 8:00 am to 4:00 pm (35 hours per week).

GENERAL STATEMENT

With minimal supervision, supports the College's central computer systems, network servers, active network components and wiring infrastructure. Primary duties will be within the Core Duties and one or more of the areas listed under A-F below, but some cross-over of duties may occur.

TYPICAL DUTIES

Core Duties:

- receives problem requests that cannot be resolved in a short time frame by a Client Support Technologist and resolves them based on departmental priorities;
- updates work orders on a regular basis to reflect current information and status;
- responds to questions and requests for assistance from other members of the department in a timely fashion. Refers client requests for short term assistance to Client Support Technologists;
- ensures the smooth interaction of various systems, servers and active network components and consistency of the systems across the College;
- develops procedures and checklists for operational conditions on critical systems. This includes items such as backups, disaster plans and security measures;
- responds to system and infrastructure level outages in a timely fashion;
- monitors performance and capacity of major systems and networks and recommends and implements changes to improve capacity and performance;
- provides technical assistance to instructional microcomputer labs as required.

A. Automation:

- In consultation with other Department members and clients, reduces the human interaction required for common departmental tasks;
 - automates common tasks to run without human interaction
 - provides automation so that client can directly perform actions
 - provides safe interfaces or checklists usable by department staff
 - provides online documentation for common client tasks or problems

B. Change Management:

- in consultation with clients and Department staff, provides effective change control for the introduction of new services
 - initiates, coordinates and plans changes to systems and infrastructure and the introduction of new services
 - installs enhancements to systems and networks with minimum of service disruption
 - informs clients on the impact of changes and obtains client approval of the change schedule
 - ensures that all documentation, procedures, service level agreements and checklists are in place for operational support prior to the introduction of new services
 - in consultation with clients and Department staff, plans and implements systems level changes that affect wide variety of clients simultaneously.

C. Consulting Support:

- consults with clients to find solutions to problems and provides options and alternatives which can improve the efficiency and effectiveness of the client's work
- participates in the research and testing of new and upgraded hardware and software; documents alternatives and provides recommendations for updated or improved services;
- consults with, and assists in the recommendation of software, hardware and training for, Computing Services clients;
- participates in the establishment of college-wide standards for computing hardware, software and services;
- develops and maintains documentation with the goal of allowing clients to be as self-reliant as possible;
- demonstrates the use of supported software and hardware;
- provides assistance in the use of supported software and hardware;
- may participate in significant projects of college-wide importance.

D. Central System Support:

- responsible for the support and administration of the College's central computer systems and related communications software and hardware;
- installs and tests new and upgraded operating system and application software;
- participates in the detection of, and recovery from, hardware and software problems;
- writes, documents and maintains system utilities, as required;
- assists users of central systems with technical problems.

E. Network Server Support:

- responsible for the support and administration of the College's central network servers and related network communications software and hardware;
- installs and tests new and upgraded operating system and application software;
- participates in the detection of, and recovery from, hardware and software problems;
- writes, documents and maintains network server utilities, as required;
- assists users of network servers and technical problems.

F. Network Infrastructure Support:

- responsible for the support and administration of the College's central network cabling and network communications equipment;
- participates in the detection of, and recovery from, hardware, cabling and software problems;
- organizes and oversees the installation of data communication cabling and hardware and ensures work is done to College standards;
- maintains up-to-date documentation of the College's network plant.

QUALIFICATIONS

Two year Technologist Diploma in Computing, Electronics or equivalent. Three years of recent in-depth experience working with current multi-user operating systems and/or network operating systems and/or structured wiring plants. This experience should include system tuning, data and network communications and software upgrades in a working environment that manages change.

Must have the ability to locate, read, understand and synthesize technical information from a variety of sources to solve technical problems.

Must have excellent written and verbal communication skills and the ability to provide information clearly and concisely. Must have the ability to communicate effectively with the client to discover the nature of their problems and technology goals and to provide a range of suitable solutions.

SALARY: Pay Grade 13, \$26.19 to \$28.12 per hour plus a 10% Market Stipend (JE 299)

REPLACES: D. Steele

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