COMMUNITY LIVING
BRITISH COLUMBIA

POSITION TITLE: System Administrator	POSITION NUMBER: 96135
DIVISION/BRANCH: CLBC Information Systems Branch	LOCATION: CLBC Headquarters
CURRENT CLASSIFICATION LEVEL: Grid 21	INCUMBENT:
SUPERVISOR'S POSITION NUMBER 84793	SUPERVISOR'S TITLE/CLASSIFICATION: Manager IT Operations

PROGRAM

Community Living British Columbia [CLBC] delivers support and services to individuals with developmental disabilities and their families. CLBC staff strives to adhere to the corporate **vision '*Good lives in welcoming communities'*.**

PURPOSE OF POSITION

Reporting to the Manager, IT Operations, the System Administrator provides provisioning and Microsoft related technical support to the IT Operations and Infrastructure group. This position is responsible for training support and set-up.

JOB DUTIES AND ACCOUNTABILITIES

- Provides technical services in supporting, application environments, monitor availability and performance, and implement security policies;

- Utilize system tools and custom scripts on Microsoft platform to ensure that client applications perform well and maintain a high level of availability;

- Participate in technical processes and provide input to decision making activities necessary to enhance and support corporate applications;

- Implementing plans and technical strategies under guidance from senior team members necessary to accommodate technology enhancements associated with expanded information access and data warehousing requirements;

- Discuss technical issues with external agencies and resolve problems;

- Able to manage, administer and support Active Directory 2008;

- Implement changes, support and manage production and lab environments;

- Able to manage and administer Citrix XenApp /XenServer farm ;

- Monitor and diagnose application performance issues, usage and throughput statistics, provide

technical solutions and carry out tuning activities to enhance application performance;

- Installation, testing, and maintenance of server and storage hardware;

- Ensure that appropriate application security and audit structures have been followed and are consistent with business data privacy and integrity requirements;

- Perform quality assurance reviews for applications to verify compliance with appropriate Government and IT standards;

- Developing and maintaining documentation including physical design, installation, configuration, backup, security and operational procedures;

- Special projects as assigned.

EDUCATION & EXPERIENCE

Diploma in Computer Science or related discipline OR certificate(s) in Infrastructure related program and 1 year related experience is desirable..

Microsoft Certifications: MCITP Windows Server 2008, MCTS Windows Server 2008 Application Infrastructure, Configuration and Active Directory 2008 is desirable.

Other Certifications: Network and Security related certifications are highly desired;

SKILLS and ABILITIES

- Commitment to detail

- Strong analytical skills;

- Good communications and documentation skills;

- Windows Server 2003/2008 Active Directory ;

- Ability to understand and support the legacy environment configurations of Microsoft Exchange 2003, Microsoft Office SharePoint Server 2007, ISA Server 2004/2006, and Systems Management Server 2003, Windows Active Directory 2003, business application;

- Familiar with Tier 1 server and storage hardware.

- Ability to work in a team environment and / or independently;

- Ability to work with minimum supervision;

- Time management skills, open to adapt to newer technologies

COMPETENCIES

- **Problem Solving**

- **Expertise**

- **Flexibility**

- **Service Orientation**

- **Team Work and Cooperation**

- **Results Orientation**

I confirm that:

- Accountabilities/deliverables were assigned to this position effective October 2012.
- The information in this position description reflects the actual work performed.
- A copy has/will be provided to the incumbent(s).

SIGNATURES:

Incumbent: Date:
_____

Signature:
_____

Supervisor: Date:
_____

Signature:
_____

Human Resource Executive Director: Date: