Job Information

Job Title	**Network/Security Administrator**
Business Unit / Function	Information Technology
Location	Brockville with travel to other sites
Reports to (Job Title)	Manager, Information Technology
Direct and Indirect Reports (Job Titles)	
Evaluation Salary Band	**Band 5 (Non-Union)**
Type of Position	☒Full Time ☐Part Time ☐Other:_____

Job Summary

Working with the Manager, Information Technology, the Network/Security Administrator is responsible for effectively maintaining the daily operation of the agency's information services infrastructure ensuring a high level of reliability, security and performance. Ensuring that all measures are proactively in place for detection, prevention and remediation of cyber risks is an essential responsibility of this position.

As part of the Information Services Department, the incumbent while working with Information Technology staff is accountable for providing professional support to all Agency's users both internal and external, putting a high focus on customer satisfaction. The focus should be on pro-active solutions using a continuous improvement approach to the services offered, and responding to customer demands within a reasonable time frame. This position will need to maintain a high a level of professionalism in managing confidential information including but not limited to employee information (Human Resources Information System, Payroll), and information contained within staff email accounts. This position acts as backup to the Manager of Information Services in his/her absence.

Key Tasks and Responsibilities

Functional Duties

- Be aware of roles and responsibilities under the Ontario Occupational Health and Safety Act, Regulations, and the corporation's health and safety policies and performs duties in a manner that ensures safety at all times
- Responsible for the installation, configuration and maintenance of technological equipment in particular back end infrastructure
- Ensures availability of computer documentation for all systems under his/her purview
- Provides data security by managing access and the data backup and retrieval system
- Participates in the maintenance of the telephone system
- Offers training to staff and Board members, as requested
- Provides setup and support of e-mail and other Agency databases
- Manages User accounts, including security access and file permissions.
- Updates and audits access levels, ensuring data is secure from unauthorized access
- Ensures Network Security through usage of adequate hardware and software.
- Ensures all agency information assets are protected from Malware, Spyware and viruses. Taking corrective action when necessary
- Maintains server, network, communication, door access and security equipment inventory, along with all associated software and voice and data communication equipment.
- Maintains and supports all server, network equipment, audio visual, communications, door access and security equipment, along with all associated software, including, but not limited to, servers, switches, firewall, routers and network appliances.
- Supports User Remote Access which includes but not limited to monitoring and troubleshooting issues of

connectivity with remote locations
- Monitors and maintains the Agency's networked equipment and building security systems for user management and technical support.
- Maintains Operating Systems and Application updates and patches for all equipment via network using a central server to provide this service
- Maintains Server and Communication software and hardware for all Agency locations.
- Administers all system backups, ensuring data integrity through regularly scheduled backups and secure storage of essential media, verifying backup is functioning properly through regular testing of restore process.
- Recovers files, databases and applications as required
- Designs and recommends Network and Communications Solutions for the Agency's Local and Wide Area Network infrastructure.
- Supports the Agency's Client/Server applications.
- Manages file structure on all related storage servers and storage area networks
- Maintains contact with third party providers and technical support organizations in collaboration with the IT Manager
- Assists in development and maintenance of Information Services policies and procedures.
- Maintains proper documentation on all technical support calls using applicable software.
- Assists in the preparation of instructional manuals and training programs.
- Prepares statistical reports on technical support issues, conducting analysis and identifying potential solutions.
- Assists management in gathering information related to employee performance issues such as pulling emails or files
- Assists in the removal of files from staff's equipment prior to leaving organization
- Assists in development and maintenance of security protocols for access to the Agency's technology resources.
- Participates in the development of plans and procedures (e.g. disaster recovery plan);
- Provides back up to key functions in the absence of the Manager, Information Services
- Works cooperatively to facilitate the functioning of the Agency with other members of one's team and unit, department, Agency and the Board. Participate and contribute to the planning of the services of the team/unit
- Developing an understanding of other related community agencies and their mandate, including membership on committees or involvement in special projects related to the work of the Agency, as required.
- Departmental contact / coordinator when Manager, Information Services is unavailable.
- Participates in professional development to achieve increased competence and skill in areas critical to performance by attending appropriate training opportunities and keeping current with the theory and practice in one's area of employment.
- Assists with other duties as assigned by the Manager, Information Technology

Relationship Duties

- This position requires the ability to work with all staff and Board members, in a collaborative and constructive manner. It involves supporting individuals with varying degrees of computer knowledge and requires the incumbent to be able to listen, assess the situation and provide a workable solution in a manner which the staff member can comprehend
- Works cooperatively to facilitate the functioning of the Agency with other members of one's team and unit, department, Agency and the Board. Participate and contribute to the planning of the services of the team/unit
- Developing an understanding of other related community agencies and their mandate, including membership on committees or involvement in special projects related to the work of the Agency, as required.
- Departmental contact / coordinator when Manager, Information Services is unavailable.

Team Building/Interpersonal Duties

- As an integral part of the Information Technology Services team, the incumbent is expected to take a leadership role in collaboration with the IT Manager in developing the skill set and supporting the work of the Help Desk Technician(s).

Core Competencies

Background/Education/Experience

Education/Training

- Diploma from a three-year accredited community college program, specializing in Computer Studies or equivalent
- Minimum of 1 year certification and training in the following areas:
- Maintain a current Microsoft Certified Systems Engineer (MCSE) Designation/ Certification.
- ITIL Foundation certification
- Active Directory training
- Network Security and monitoring training
- Server 2008 or current version training

Skills and Attributes

- A minimum of 4 years technical support and network administrator experience in mid-to-large size organization
- Excellent knowledge of Office 365 in particular Azure and InTune products
- Experience and knowledge in the area of Cyber risks and intrusion protection
- Strong understanding of computer Networks including Networks protocols, Wireless Infrastructure, hardware and software
- Excellent knowledge of Network Security and industry best practices for usage of VPN, Firewall and Antivirus, VoIP and monitoring tools
- Proven hardware and software problem solving and troubleshooting skills
- Knowledge of ITIL practices with a preference for ITIL Foundation certification
- Effective written and communication skills
- Effective analytical skills for problem solving
- Ability to work professionally in a team environment
- Strong customer service and interpersonal skills
- Proficient interpersonal skill and the ability to establish and maintain collaborative working relationships
- Demonstrated organizational skills to that result in achievement of targets and effective management of workload.

Efforts and Working Conditions

- Normal office working conditions apply
- Much time is spent reviewing documentation and working on a computer
- Occasional evening and weekend work to meet deadlines
- Lifting and transporting moderately heavy objects
- Be able to travel and work out of several different offices within FCSLLG's jurisdiction

Updated July 2024