Position Title: Intermediate Server Administrator, Windows

Classification: IS24

Department/Account: Technology Services

Job Code: 00S50L

Work Unit: Application Enabling Services

Job Title: Information Systems Officer N24

Manager Title: Director, Application Enabling Services

Last Updated: February 2023

DEPARTMENT OVERVIEW

Advanced Solutions Technology Services is responsible for providing cost-effective management, delivery, and support of IT operations to core government ministries, program managers and government employees. Technology Services is also responsible for understanding the business objectives, future directions, and unique requirements of the programs it supports.

Technology Services provides services to core government ministries, Crown corporations and broader public sector organizations, and over 30,000 government employees. In support of government objectives to lower costs and improve service delivery, these clients have formed a partnership with Technology Services to receive reliable and cost-effective services for the benefit of the citizens and businesses they serve across British Columbia.

DESCRIPTION

The Intermediate Server Administrator is responsible for managing the installation, configuration, maintenance, and problem resolution of the hardware, operating system, network components, and layered software on the Windows server platform, leveraging standard embedded utilities and dedicated automation-based tools. In addition to supporting the Windows Server environment, this position will take an active role in the development of modern technologies, service offerings, and their subsequent support while consulting with stakeholders and managing small projects in a strong 'team oriented' environment.

ACCOUNTABILITIES/DELIVERABLES

Leads the installation, configuration, maintenance and problem resolution for hardware, operating system software, network software, and layered products (60%)

• Assist with development and support of the automation solutions for server deployment, maintenance, and compliance.
• Assist with the creation and enhancement of scripts utilized in automating and regulating operational

'systems administration' activities.
• Understand and evaluate system configurations as related to Operating System performance and availability.
• Assist application support personnel identify hardware and software configuration requirements as it relates to new or changing application compatibility constraints.
• Participate in the installation and configuration of server hardware or software; conduct follow-up testing; validate functionality and stability; resolve subsequent issues; and integrate into production.
• Liaise with customer technical staff, and vendors support staff for network carriers, through the resolution of network related issues.
• Monitor and maintain security compliance for managed systems and hosted environments.
• Assist with the procedural development and implementation of utilities for security reporting and data recovery procedures.
• Investigates potential threats; proposes solutions and implements for security countermeasures.
• Assist and support team members in meeting committed deadlines and schedules.
• Support team processes and identify opportunities for continuous improvement.
• Assist Advanced Solutions leadership with various planning activities and special projects as needed.
• Document standards, processes, and procedures for the management of systems.
• Remain current on Client and DXC Security policies and industry standards.
• Assist clients with the identification of client-specific requirements as it relates to server configuration and ongoing support.
• Provide input for project teams, and systems operations teams, concerning suitability of service support products.

Participate in progressive service development activities (30%)

• Analyze system performance and customer forecasts; identifying potential capacity issues and upgrade requirements; provide recommendations relating to upgrades/ enhancements.
• Analyze hosted service impacts and identify mitigation / improvement strategies.
• Conduct compatibility testing of utilized service support agents as they relate to the introduction of new server revisions.
• Identify client requirements and draft build summaries based on detail acquired from client business requirements.
• Identify requirements for licensing changes.
• Collaborate with cross function teams to enhance exist server automation strategies / methodologies.
• Install and configure HW, SW, and network components, and coordinates support activities with other peripheral groups as needed

Other Related Duties (10%)

• Provide regular reports on tasks and activities to team lead.
• Maintain technical currency.
• Ensure accurate time recording.
• Require overtime work which will periodically include nights and weekends.
• Option for call support on a rotational basis if desired / available.
• Performs other related duties as required

SUPERVISORY RESPONSIBILITIES

Direct (directly supervises assigned staff) 0

Indirect reports (supervises through subordinate supervisors) 0

PROJECT/TEAM LEAD OR TRAINING RESPONSIBILITY

Supervises students or volunteers: No

Provides formal training to other staff: No

Leads project teams: No

Assigns, monitors, and examines work of staff: No

FINANCIAL RESPONSIBILITY

N/A

SELECTION CRITERIA

Education and Experience

• University degree in Computing Science and 2 years of related experience; or Diploma and 3 years of related experience; Certificate or program completion, or some course work, and 5 years of related experience; or 6 years of related experience.
• Technical support experience with all: Windows Server 2016-2022, IIS, Enterprise storage and Microsoft Networking protocols.
• Experience with automation tools such as Ansible
• Understanding of the ITIL Compliant ticketing system.
• Specialized (2+ years) in supporting/architecting/maintaining one or more of the following:
- CITRIX Environment
- Experience working in Azure Cloud Environment
- VMWare virtualization including vSphere usage
- Experience in configuring IPV4 networking
- Active Directory, DNS
- IIS and Web Development (.NET Framework)
- Enterprise level anti-virus administration
- Enterprise level server monitoring and reporting
- Scripting (VB, PowerShell/Powercli, WMI)
- GIT /SCM (Source code management)
- Other related server technologies

Knowledge, Skills, and Abilities

• Basic knowledge of ITIL framework (change management, incident management)
• Good understanding and knowledge of programming structure and design
• Knowledge of Microsoft networking protocols and IPV 4.
• Knowledge IT security best practices and methodologies.
• Knowledge of technical standards in an enterprise environment.
• A client-focused, flexible, and responsive approach with the ability to manage and work on multiple project assignments with tight deadlines.
• Ability to work in high-pressure situations and demonstrate sound problem solving and analytical skills.
• Ability to communicate technical information to a non-technical audience.
• Ability to work both independently and as a team member with a strong focus on results.
• Ability to monitor performance and be accountable for commitments.
• Strong planning, organizing, and coordinating skills.
• Ability to build strong partnerships with stakeholders and understand the concepts of teamwork and co-operation

Other Requirements
• Overtime
• Standby/On-call

REQUIRED COMPETENCIES

- Customer Focus
- Integrity and Trust
- Ethics and Values
- Motivating Others
- Drive for Results
- Building Effective Teams
- Priority Setting
- Decision Quality
- Business Acumen
- Organizing

We take care of our people (what we offer):

Salary Package
- Employment Type: Employment Type: Full Time, Regular
- Union/Non-Union: Union - BCGEU
- Salary Grid Level: Level 24, Salary Schedule 2
- Annual Salary: $101,885.68 - $116,260.05 (Based on a 40/hr Work Week)
- Office Location: Victoria, BC - Hybrid

Benefit Package
- 15 Vacation days, with entitlement increases with service
- Maternity, Parental and Pre-Adoption Leave with option for top up
- Employee Assisted Program including paid counselling services for you and your family
- Paid sick leave for when life happens
- Extended health and dental
- Public Service Pension plan, matched by Advanced Solutions
- Excellent Rewards and Recognition Program

An eligibility list may be created. Lesser qualified applicants may be under-implemented or appointed at a lower level.