Position Title: Senior Server Administrator (Windows)

Classification: IS27

Department/Account: Information Technology Services

Job Code: 00S50K

Work Unit: Application Enabling Services

Job Title: Information Systems Officer N27

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 Senior 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 platforms, supporting critical client dedicated applications. In addition to supporting the Windows Server environment, this position will take an active role in learning and development of modern technologies, service offerings and their subsequent support, consulting with stakeholders, supporting projects, and managing small work groups. The successful candidate will be able to demonstrate senior level technical knowledge and experience, strong competencies, and exhibit strong interpersonal and communication skills.

ACCOUNTABILITIES/DELIVERABLES

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

• Develop/support automation solutions for server deployment, maintenance, reporting and compliance.

• Evaluating configurations to maximize performance and availability, while minimizing costs.
• Identifying integration and reconfiguration requirements for HW and SW to meet new/changing application requirements.
• Plans, designs, and leads the installation and configuration of new/upgraded hardware and software on systems; tests and validates functionality and stability; resolves issues; and installs into production.
• Stay current on Client and DXC Security policies and industry standards and maintain security compliance of managed systems.
• Provide an interface between customer technical staff and vendors support staff/network carriers for the resolution of network or application problems.
• Develop and implement utilities for security reporting and data recovery procedures.
• 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.
• Document standards, processes, and procedures for the management of systems.
• Meet with clients to identify client-specific requirements.
• Assist application support personnel by identifying integration and reconfiguration requirements for hardware and software to meet new and changing application requirements.
• Ensure new systems/network software and hardware meets specifications in the established client guidelines during testing and implementation phase of projects and advises project teams and the systems operations team concerning suitability of products.
• Create and modify Windows and other proprietary systems scripts to assist in automating regular operational requirements and systems administration and tuning
• Analyze system performance and customer forecasts; identifying potential capacity issues and upgrade requirements; and recommending upgrades/enhancements.
• Encouraged to update skillset as the client and DXC AS adapt to newer technologies

Participates in server infrastructure systems projects for clients by: (15%)

• Analyze system performance and customer forecasts; identifying potential capacity issues and upgrade requirements; and recommending upgrades/enhancements.
• Analyze, identify, and plan overall project requirements and server areas impacted.
• Test the compatibility of all products with new or revised server environments; researching options for elimination; drafting purchase requisitions; and working with selected vendors to ensure adherence to specifications, etc.
• Verify satisfactory contract completion.
• Identify requirements for licensing changes; and
• Install, configure HW, SW, and network components and coordinates with other groups.

Leads server infrastructure projects for Hosting initiatives and for clients: (15%)

• Develop project scope definitions
• Liaise with stakeholders
• Run project meetings
• Manage project teams
• Performs the role of Project Manager
• Test product compatibility with new or revised server environments
Performs other related duties (10%)
• Provide direction and mentorship to team members.
• Provide guidance and mentoring to less experienced team members.
• Provide regular reports on tasks and activities to team lead.

• Maintain technical currency.
• Ensure accurate time recording.
• Require some overtime work, which includes nights and weekends.
• Require on-call support on a rotational basis as required.
• Perform 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: Yes

Provides formal training to other staff: Yes

Leads project teams: Yes

Assigns, monitors, and examines work of staff: Yes

FINANCIAL RESPONSIBILITY

• Analyses existing services and work practices and identifies and recommends potential areas of cost-savings.
• Confirms delivery of services of contractors and reviews and reconciles contractor invoices.

SELECTION CRITERIA

Education and Experience

• Degree in Computing Science or a related field and 5 years of related experience; or
• Diploma in a related field and 6 years of related experience; or
• Certificate in a related field or program completion, or some course work, and 7 years of related experience; or 10 years of related experience.
• Microsoft Certified Systems Engineer (MCSE)
• 3+ years of experience working in a large enterprise environment (> 5,000 users / > 200 servers)
• Demonstrated experience in participating/managing complex IT issues
• Demonstrated experience in project management, including leading and managing multiple projects simultaneously
• Experience using automation tools such as Ansible / structured coding (YAML / XML)
• Experience in leading employees and working in teams
• Technical support experience with Windows Server 2016-2022 and Microsoft Networking

protocols and Enterprise storage.
• Specialized (3+ years) in supporting/architecting/maintaining one or more of the following:
• Azure Cloud Services
• VMWare virtualization including vSphere usage
• Experience in configuring IPV4 networking
• Active Directory, DNS
• IIS and Web Development (.NET Framework)
• Enterprise level anti-virus administration (Defender)
• Enterprise level server monitoring and reporting
• Scripting (VB, PowerShell/Powercli, WMI)
• GIT /SCM (Source code management)
• Other related server technologies

Knowledge, Skills, and Abilities

• ITIL framework V2 or V3 (certification preferred)
• Strong experience and knowledge of programming structure and design.
• IT security best practices and methodologies.
• Technical standards in an enterprise environment.
• Client-focused and flexible with a responsive approach and an ability to manage multiple projects within tight, often conflicting deadlines.
• Ability to work in a high-pressure environment while demonstrating excellent judgment and applying sound problem solving and analytical skills.
• Excellent written and oral communication.
• Ability to establish and maintain constructive working relationships at all levels.
• Ability to assimilate and apply new information in a fast-changing environment.
• High degree of initiative and self-motivation.
• Ability to monitor performance and accept accountability.
• Ability to communicate technical information to a non-technical audience.
• Strong planning, organization, and coordination skills.
• Ability to build strong partnerships with stakeholders, while applying the concepts of teamwork and cooperation.
• Ability to work both independently and as a team member with a strong focus on results.
• Ability to lead, manage, and deliver innovative and cost-effective solutions to business requirements

Other Requirements

• Overtime
• Standby/On-call

REQUIRED COMPETENCIES

- Customer Focus
- Integrity and Trust
- Ethics and Values
- Building Effective Teams
- Priority Setting
- Decision Quality

- Motivating Others
- Drive for Results
- 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 27, Salary Schedule 2
- Annual Salary: $111,370.90 - $127,197.57 (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.*