

Information Systems - Server Administrator

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OVERVIEW

Reporting to the Manager, Information Technology for Learning (ITL), the Information Systems–Server Administrator (IS-SA) is responsible for managing and maintaining server infrastructure to support the educational and administrative needs of the district. This role contributes to the effective and efficient operation of our information technology resources by analyzing existing systems, defining requirements, proposing technology change, and offering technical expertise to staff.

The IS-SA undertakes projects alone or acts as project manager focusing on technical analysis, implementation, system configuration, security management, and performance optimization to enhance and evolve infrastructure. The position operates in an environment of constantly changing priorities and short timelines with mission critical systems.

POSITION DESCRIPTION

INFORMATION SYSTEMS - SERVER ADMINISTRATOR

ISSA-1

Analyses and evaluates existing or proposed systems and devises technical solutions or develops proposals to evolve district technology in alignment with business requirements, often involving extremely confidential information. Prepares charts and diagrams to assist in problem analysis and solution development. Prepares detailed program specifications and coordinates systems changes with IT and other departments, and ensures satisfactory results aligned with business requirements.

ISSA-2

Schedules, coordinates, and conducts interviews with a variety of District staff to gather business requirements and identify user needs. Actively, with initiative and curiosity, seeks to understand the IT needs of District staff and works toward resolution. Defines user requirements for modifications to existing systems and procedures and designs new systems and procedures.

ISSA-3

Provides training and conducts in-service sessions for District staff. Develops and communicates complex IT concepts in a logical and persuasive fashion and expresses them in conversation, writing and

formal oral presentations. Highly effective communications skills are essential to coach, train, guide, develop or otherwise improve the skills of others in systems related areas.

ISSA-4

Plans, organizes, schedules and coordinates systems, products, resources, and vendors to implement approved projects. Monitors the quality, accuracy and security of the systems, products and resources involved in the implementation phase and revises and corrects problems as they occur.

ISSA-5

Works independently in planning and carrying out assignments. Work is reviewed only for attainment of objectives and adherence to deadlines. Past practices and precedents provide only general direction.

ISSA-6

Participates and makes recommendations during reviews of existing systems and procedures and in testing, evaluation, acquisition and installation of new hardware, software and other technology solutions.

ISSA-7

Builds and develops team approaches to problem solving where individual skills and abilities are pooled to address and resolve issues.

ISSA-8

Produces and maintains comprehensive operational and process documentation for the information systems technology in their area of responsibility.

ISSA- 9

Tests changes to and modifications of technical systems including but not limited to version upgrades and system and security patches.

ISSA-10

Develops, installs and applies appropriate tools and procedures to measure system performance and usage and recommends or takes appropriate action to maintain optimal security and performance of those systems.

ISSA-11

Lifts and moves material up to 18 kg (40 lb.)

ISSA-12

Performs other assigned comparable or transient duties which are within the area of knowledge and skills required by this job description.

QUALIFICATIONS FORM

INFORMATION SYSTEMS - SERVER ADMINISTRATOR

EDUCATION	<p><i>TECHNICAL REQUIREMENTS</i></p> <p>Post-secondary degree in Information Technology, Computer Networking, or a related field.</p> <p><i>OTHER RELATED COURSES</i></p> <p>Microsoft Certified: Azure Administrator, CompTIA Server+, or equivalent.</p>
EXPERIENCE	<p><i>TECHNICAL REQUIREMENTS</i></p> <p>A minimum of 4 years specific experience OR six years or more of related experience.</p> <p>Experience in server administration, including configuration, troubleshooting, and maintenance of physical and virtualized servers. (e.g., VMware, Hyper-V).</p> <p>Experience with cybersecurity tools, frameworks (e.g., NIST, ISO 27001), and incident response. Familiarity with cloud services and hybrid environments (M365).</p> <p>Proficiency with server operating systems such as Windows Server, Linux-based systems, or other relevant platforms. Experience with backup solutions, disaster recovery, and monitoring systems.</p>
KNOWLEDGE	<p><i>TECHNICAL REQUIREMENTS</i></p> <p>Thorough knowledge of business, educational and data centre systems</p> <p><i>JOB SPECIFIC REQUIREMENTS</i></p> <p>Proficient in project management principles, including planning, execution, monitoring, and delivering projects.</p> <p>Knowledge of virtualization technologies (Hyper-V, VMware) and cloud environments (Microsoft 365, Azure, AWS).</p> <p>Knowledge of networking principles, LAN/WAN configuration, DNS, DHCP, and Active Directory.</p> <p>Knowledge of Active Directory, DNS, DHCP, and other server-related protocols.</p> <p>Knowledge of programming and scripting languages (e.g. PowerShell or other).</p>

SKILLS AND ABILITIES	<p><i>TECHNICAL REQUIREMENTS</i></p> <p>Ability to configure and support a variety of server technologies and data centre infrastructure.</p> <p>Ability to learn and adapt to rapidly changing technologies</p> <p><i>INTERPERSONAL REQUIREMENTS</i></p> <p>Oral communication skills including the ability to relate to staff and the public</p> <p>Ability to exercise tact and courtesy in explaining and exchanging ideas, data and information</p> <p>Ability to work collaboratively in a team setting and to maintain confidentiality, patience and, flexibility</p> <p>Able to work with minimal supervision</p> <p>Ability to work under pressure with multiple deadlines</p> <p><i>PROBLEM SOLVING REQUIREMENTS</i></p> <p>Ability to independently apply appropriate methods, procedures and policies</p> <p>Ability to creatively problem solve to deal with requests, complaints and clarification of information</p> <p>Ability to document, summarize and interpret information</p> <p>Ability to develop work methods and pay close attention to detail</p> <p>Ability to give advice, guidance, instructions and directions</p>

	<p>Ability to ensure accuracy and reliability of data and quality of assignments</p> <p>Analytical ability and organizational and time management skills</p>
<p>WORKING</p> <p>CONDITIONS</p>	<p><i>OCCUPATIONAL REQUIREMENTS</i></p> <p>Sufficient mobility for occasional travel to meet with users at multiple locations</p> <p>Able to lift up to 18 kg and operate related equipment</p> <p>Able to perform related physical and mental activities</p> <p>Sufficient vision and hearing to perform related job duties</p>

Reviewed: April 2025