Kwanlin Dün First Nation

A. | Position Title: | Network Administrator

Department: | Finance

Supervisor: | Manager, Information & Communication Technologies

Date: | May 2020

Status: | Regular Full-time

B. **Job Summary:**

Reporting to the Manager, Information Computers & Technology (ICT), the Network Administrator is responsible for the installation, maintenance, including troubleshooting and administers KDFN computer and system networks, end-user hardware devices, servers and applicable software and associated configurations for KDFN departments, ensuring the reliability and security of the networks and KDFN data at all times.

This position works as part of a dedicated team assisting with the upkeep of existing ICT systems, and implementation of new systems for KDFN, ensuring with the hardware in place is compatible for seamless integration and supports staff and leadership (Council) as required with operating systems including computer, tablet and hand held device issuance/monitoring, maintenance and trouble shooting.

C. **Main Duties:**

1. Ensures the stable and secure operation of KDFN's computer network, including planning, developing, installing, configuring, maintaining, supporting and optimizing network hardware, software and communication links. Analyzes and resolves end user hardware and software issues in a timely and accurate manner, providing top end user training where required.

2. In conjunction with the Systems Administrator – assists with inventories, builds, installs and configures desktop and server hardware, software, printers and network devices (i.e.: wiring, switches, firewalls routers) following Core Operating Environment and ICT defined standards. Designs and implements customized hardware and software builds and solutions as required to meet the governments business needs; consulting with clients and stakeholders.

3. Manages the distribution of software, testing and documenting software install procedures and tracks software license ensuring compliance to software licensing agreements and standards. Collaborates with the Manager and as required, when working with ICT technology specialists & architects regarding proposed changes affecting the production environment and jointly develops strategies to minimize disruptions.

4. Provides routine account, e-mail and server administration duties by:
   a. Maintaining user accounts (i.e.: creating, modifying, deleting and archiving accounts)
   b. Defining access permissions (i.e.: creating user groups and folder security groups), organizing and managing server folder structure;
   c. Implementing and ensuring compliance with established security procedures and policies (i.e.: user set up and password changes);
   d. Performing server data back-ups, restoring and disaster recovery operations as required;
   e. Planning and performing routing preventative maintenance of workstation, server and network components; scheduling work to minimize disruption of service for users and notifies client departments of potential difficulties or delays.

5. Performs a series of daily routing checks to ensure effective operation of network equipment, servers and communication links; monitors network performance using applicable software, tools and utilities to identify or isolate the cause of problems affecting computer, system or network functionality and performs routine preventative maintenance of workstations, servers and network components, advising the manager of any issues or delays.

6. Participates as a member of the Systems technical support team in a variety of activities and initiatives that contribute to the unit's overall efficiency (e.g. evaluation of unit services and service delivery methods; evaluation of new hardware and software products for use within KDFN; testing software releases and hardware upgrades; identification of techniques to improve network reliability and performance; conversion to new technologies); collaborates with other staff to plan for new/modified systems moving into the production environment.

7. Prepares and maintains various statistical and operational documentation, including problem and incident reports, resolution for common problems, inventory lists, backup schedules, etc. Determines requirements for commonly used and critical components, identifying the need to stock (and restock) spare equipment and sundry items so that they are readily available in the event of need or breakdown.

8. Provides informal training for end users (e.g. teaching or advising on the operation and capabilities of hardware and software by providing hands-on/remote-control demonstration or over-the-phone tutoring); helps promote smooth delivery of new technology solutions to clients through participation in user groups and communication with KDFN departments.

9. Maintains a current knowledge of developing technologies through regular participation in training and upgrading of skills; participates in workshops, seminars, or working groups for the exchange of ideas; reviews industry publications and internet web-sites; and information exchange.

10. Ensures and adheres with FIPPA legislation, KDFN records and information management (RIM) policies and procedures:
    - Ensuring all files are properly maintained and kept up to date;
    - Recording of all communication and correspondence and ensuring it is on the appropriate paper/electronic file and is up to date;
    - Safeguarding the confidentiality of KDFN information and records

11. Provides technical leadership, mentoring and training for junior resources, such as new team members and summer students as required.

12. Assumes back-up role in area of Manager, ICT management functions as required.

This job description accurately reflects the current job duties. Please note that the job duties are subject to change based on organizational needs.

D.   Education and Experience:

- College diploma with an emphasis on technological development such as technology, computer science, information technology and systems.
- MCP, MCSA, CCNA, Network+ certification or equivalent is required
- Knowledge of and solid working experience with Windows operating systems (minimum of Windows 7 & 10); Server 2016; Exchange 2016
- Must have solid working knowledge and considerable experience with advanced computer networks and devices including wireless hoppers, bridges, printers, and routers.

- Considerable successful experience with computer hardware and software troubleshooting and technical support.
- Proficient in and successful experience with troubleshooting and supporting technologies such as laptops, tablets, and smartphones

Knowledge of Kwanlin Dün First Nation history, community, culture and tradition, demographics, goals and aspirations are required for success and may be assessed further.

An equivalent combination of post-secondary coursework, industry training & workshops, and considerable experience in the areas identified above will be considered.

Management Skills:
- Solid problem solving skills & abilities
- Able to manage and implement system change
- Excellent organizational and time management skills
- Training and facilitation skills & abilities (to be able to assist end users as an example)

Interpersonal Skills:
- Ability to foster trust, acceptance and interest – by staff and directors – in the computer systems and procedures
- Good oral communications skills
- Problem solving abilities; able to diffuse upset or agitated clients
- Co-ordination and facilitation skills
- Ability to perform multiple tasks simultaneously

Other Skills
- Solid written abilities
- Strategic thinking, research skills & abilities

E. Key Personal Contacts and Nature of Contacts:

Contact	Nature of Contact
Manager, ICT	Receive direction, discuss and resolve issues, identify priorities, concerns, and develop work plans, provide input for the IT Dept. budget
KDFN Management Team including leadership	Prepare computer reports , consultation, provide advice, expertise and assistance, information exchange
KDFN Staff (clients)	To provide guidance, advice and direction on use of computers
Technicians, specialists	Communication for joint determination & resolution of complex technical problems; for routine preventive maintenance activities; information exchange; to coordinate activities and review of progress on joint projects.
Other Governments & Organizations	Information exchange; to coordinate activities and review of progress on joint projects.
Hardware/Software Vendors;	As supported by the Manager, research and information exchange; gather information about products/technologies; discuss technical

Product suppliers   issues; determine product capability and availability

F.   Direction/Decision Making:

Goals and objectives for this position are developed in consultation with the Manager ICT. The Network Administrator is responsible for managing all aspects of the computer office systems, workstation/LAN hardware/software and server issues and adherence to procedures within the duties identified above. The incumbent is expected to perform day-to-day duties and responsibilities with a considerable degree of autonomy, and meet short term goals within identified time frames. Communication amongst the team is essential for success.

Network Administrator assists in ensuring all departments understand and follow the computer systems in place or under development. Final decisions are made by the Manager, ICT.

G.   Impact and Accountability:

This position is responsible for the efficient and effective management of government-wide computer / networks systems, and successfully addressing technical issues requiring solutions for workstation/LAN hardware/software and server issues, within defined service level timeframes, with minimal disruption. It is accountable for the depth of research, degree of analysis and recommended options regarding application of new technologies and quality of work. Ensuring network and data security is of utmost importance and the incumbent must notify management of potential security violations. The success of this position has a direct impact on the overall work-flow, information sharing, network administration and other computer systems for the government.

The work of this unit impacts efficiency, security of data, information exchange and overall workflow of the Nation, and is accountable for KDFN network, software, databases and internet security; within which the incumbent has significant responsibility. Compromised systems may significantly impact the integrity and security of data and efficient workflow of the government.

All work performed is completed within the parameters of KDFN policy, departmental budgets and work-plans.

H.   Positions Supervised:

> Directly: none
> Indirectly: trainees, summer students

I.   Working Conditions:

The position is located in a normal office environment with the need for a high level of confidentiality and security. There is a considerable amount of exposure to operating systems and time spent on the computer

There is frequent inter-departmental travel requiring the incumbent to move between various KDFN worksites to assist with establishing and maintaining computer and network systems.   The worksites are located primarily within the McIntyre community, the City of Whitehorse, and occasional travel to Jackson Lake facilities is required.   There is the possibility of out of territory travel for training/certification needs, up to twice per year.

There are regular and irregular deadlines. Critical situations and deadlines will occur (ie: network outages) requiring considerable mental effort to problem-solving time sensitive matters such as to reestablish network connections, deal with system or technological issues, complete tasks under

pressure or when dealing with people who may be agitated, upset or frustrated with the inability to use their operating system, the network being down etc.

Occasional kneeling, crawling and climbing is required to access closets, crawl spaces and other locations where cables, servers etc. located. Some heavy lifting (50 lbs.) will be required.

J.   **Conditions of Employment:**

Mandatory confidentiality is a condition of employment for all Kwanlin Dün Personnel. Failure to comply may result in dismissal. All employees are expected to follow the guidelines in a harmonious and cooperative manner, creating a team approach in their duties for KDFN's future success.

- Acceptable pre-employment Criminal Records Check
- Valid class 5 Driver's license, and reliable transportation, with willingness to provide a driver's abstract if required to use KDFN fleet vehicles

Overtime is a requirement of the position, as is the need to respond to emergencies on a rotational basis.

K.   **Position Approval:**

I approve this position description as being representative of the work I require to be performed and that the responsibility and authority levels identified have been delegated to this position. It has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to this job.

Supervisor: I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.	**Incumbent** (where applicable): I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.
Signature:	Signature:
Date	Date

Manager, Human Resources: (Comments)	**Executive Director**: I approve this position description as being representative of the work required to be performed and that the responsibility levels identified have been delegated to this position.
Signature:	Signature:
Date	Date