
Position Title: Network Administrator

Department: Information Technology

Reports To: Superintendent/CEO, Secretary-Treasurer and Principals

JOB SUMMARY

The Network Administrator position is critical to maintaining the Division's technology infrastructure, which supports learning and operations. This role is responsible for establishing, maintaining, monitoring, and optimizing the school's network connectivity and performance, while ensuring the system's security against external threats and potential attackers.

PRIMARY RESPONSIBILITIES

- Maintaining, troubleshooting, and administering the use of local area networks (LANs), wide area networks (WANs), and other network infrastructure, including hardware, software, and related computer systems.
- Monitor the fiber optic cable network connecting all the schools.
- Assess and install computer hardware, networking software, operating system software, and software applications.
- Providing support and problem-solving for end users, including diagnosing and resolving technical issues in person, over the phone, or remotely.
- Monitor routine network start-up/shutdown and maintain control records, including network health and system performance.
- Perform data backups and disaster recovery operations.
- Control and monitor email usage, including spam filtering.
- Monitor the CCTV camera system and adjust cameras as necessary to ensure optimal image quality.
- Supporting enterprise systems such as email, VOIP, and division-specific applications.
- Monitor and maintain UPS devices.
- Update the Active Directory by adding new employees and students and removing those who are no longer active in the system.
- Documenting network configurations and maintaining inventory of ICT assets.
- Travel to schools as required.

POSITION QUALIFICATIONS

Required Education and Experience

- Completion of post-secondary education, preferably in a network administration or a related field.
- 1 to 2 years of previous experience.

Required Knowledge, Skills, and Abilities

- Proficient information technology infrastructure, network, equipment/hardware, and software applications knowledge and skills.
- Advanced knowledge of technology desktop, server, operating systems, hardware and software and its applied use in the modern workplace.
- Advanced knowledge of computer security measures, including firewalls, spam filtering and common best practices.
- Skilled in solving practical problems and dealing with a variety of concrete variables in situations where limited standardization exists.
- Information gathering skills used to find and identify essential information.
- Ability to work independently and as part of a team.
- Ability to communicate effectively with people both orally and in writing.
- Ability to prioritize a multi-task workload and manage multiple priorities.
- Proficient written and grammatical skills.
- Ability to be flexible.
- Strong organizational skills and the ability to independently plan and organize workload.
- Understanding of and an ability to appropriately deal with and maintain confidential information.
- Highly specialized training in specific software.

Preferred Qualifications

- Microsoft MCSE or equivalent.
- CISCO CCAN certification.
- macOS and OS X certified.

COMPETENCIES**Organizational**

- Teamwork and Collaboration: Ability to work effectively as part of a team.

- **Communication:** Effectively communicate information and maintain positive relationships with colleagues, Division staff, school staff, suppliers, and administration staff, both orally and in writing.
- **Adaptability and Flexibility:** Ability to be flexible and adjust to changing work assignments.
- **Organization and Initiative:** Strong organizational skills and the ability to independently plan and organize workload, taking initiative to perform work.
- **Integrity:** Understanding of and ability to appropriately deal with and maintain confidential information.
- **Pressure Management:** Ability to work effectively under pressure and within defined timeframes.

Role Specific

- **Technical Proficiency:** Ability to maintain, troubleshoot, repair, and administer network infrastructure, hardware, and software.
- **Network Security:** Competence in monitoring network security, including email usage and CCTV systems, and preventing/responding to cyber threats.
- **Problem-Solving:** Variable problem-solving skills, able to infer solutions based on established procedures and practices, and address issues impacting large groups both internally and externally.
- **Data Management:** Proficiency in performing data backups, managing user accounts, and maintaining inventory records.
- **System Optimization:** Ability to monitor and optimize network connectivity and performance.

WORK CONDITIONS**Physical Demands**

- Low intensity physical effort, typically less than 2 hours per day. However, some physical tasks within the IT Department may require two employees for safety in following specific Safe Work Procedures.

Environment

- Primarily interacts with people inside the school or department.
- Travel to schools is required based on situational needs.
- Involves constant interaction with and processing of confidential information.
- Minimal exposure to disagreeable elements.
- Work requires high-intensity mental concentration and attentiveness, often for more than 4 hours at a time.