

Job Description

POSITION:	Network Administrator
ACCOUNTABILITY:	Supervisor of Information Technology
CLASSIFICATION:	Full-time
DATE APPROVED:	February 15, 2023

JOB PURPOSE

The Network Administrator is responsible to establish, maintain and co-coordinate the use of local and wide area networks infrastructures (LANs and WANs), IP based services, network traffic, and network-based hardware and software. The Network Administrator will set up and maintain Agency network systems hardware and software, as well as monitor and optimize network connectivity and performance. The Network Administrator functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

KEY JOB FUNCTIONS

Design and install Network Systems:

Set up, design and install Network systems for the agency

- Design, monitor, upgrade, install and configure network systems;
- Maintain system efficiency;
- Evaluate and recommend security improvements and system upgrades;
- Maintain network and system security;
- Evaluate and modify system performance;
- Maintain integrity of the network;
- Assign routing protocols;
- Assign NAT policies, firewall access rules, custom VPN access, and firmware upgrades;
- Configure and monitor wireless access at all offices;
- Assign configuration, authentication and authorization of directory services;
- Develop network specifications;
- Assign static IP configuration, DHCP scopes, and subnets;
- Ensure records of network downtime;
- Work with vendors for purchasing and support activities;
- Develop and monitor new systems and application implementation plans, custom scripts and testing procedures to ensure operational reliability;
- Develop systems and procedures to maintain security and protect the network from unauthorized access, use, acts of nature and user abuse;
- Aide in developing programs, procedures and documentation for backup and restoration of operating systems and applications.

Set up and maintain Network Systems:

Set up and support information technology services for the agency.

- Maintain, troubleshoot, repair and administer local area networks (LANs), wide area networks (WANs), DMZs, IP services, computer workstations, connections to the Internet and peripheral equipment;
- Evaluate and install hardware, networking software, operating system software and software applications;
- Analyze and support computer and network issues;
- Conduct tests and perform security and quality controls;
- Maintain network connectivity of all computer workstations;
- Aide in implementing and managing disaster recovery and back-ups;
- Recommend improvements to system;
- Ensure reliability and efficiency of backup systems, website, e-mail and documents;

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- Monitor and take measures to protect and improve integrity of data;
- Complete updates to software and systems.

Telecommunication Systems:

Set up, maintain and support agency with telecommunication systems.

- Set up, install and configure telecommunication systems;
- Provide advice and technical support to users of the system;
- Assist with video conferencing, teleconferencing, message center and other communication systems;
- Purchase, configure, and assign agency cellular and mobile devices.

Advice and Assistance:

Provide Network support for the agency.

- Provide technical support to users on the network;
- Maintain, monitor and update network systems and software;
- Provide networking support for escalated end user computer issues;
- Assist users with wireless networking issues.

Relationship and Team Building:

Work collaboratively and cooperatively at all levels.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values;
- Ensure appropriate communication and consultation with Supervisor at appropriate times;
- Ensure effective and professional communications with all internal and external stakeholders;
- Share information according to privacy and/or confidentiality guidelines;
- Work respectfully, positively, professionally and collaboratively with team members.

Cultural Competency

Participate in cultural activities within the agency.

- Follow the Seven Grandfather teachings as it relates to the position in line with the vision and mission of the Agency;
- Actively attend and participate in regular Anishinaabe Aadziwin cultural training and/or activities provided by the Agency;
- Ensure appropriate cultural opening when coordinating meetings both within the agency, for clients, families, communities and other collaterals;
- Actively seek guidance from cultural staff how to incorporate culture into the position or how to work from a cultural perspective;
- Engage in learning and incorporating Anishnaabemowin language within the position.

Administration and Reporting:

Complete administrative functions and reports, and adhere to Agency policies, procedures, and relevant practices.

- Ensure submissions of reports are completed and reviewed;
- Prepare reports, statistics, briefing notes and correspondence as required;
- Develop and maintain an individual detailed work plan of activities;
- Ensure confidentiality and safekeeping of all Agency documents and records;
- Develop and maintain accurate, up-to-date and concise work files;
- Work in compliance with the Occupational Health and Safety Act and any other relevant legislation;
- Prepare and submit monthly reports and travel expense claims and maintain attendance records;
- Follow Agency human resources, finance and other policies and procedures in the performance of duties.

Other Duties

- Act in accordance with agency Code of Ethics and maintain confidentiality at all times to protect the privacy of Agency staff, families and communities;
- Participate in internal or external committees as required or assigned;

- Perform additional related duties in accordance with job responsibilities and department objectives;
- Participate in training, cultural events and other mandatory training as required;
- Other duties as required or assigned.

QUALIFICATIONS

Minimum Education

- Degree in Computer Science/Software Engineering or related IT discipline
- Microsoft Certified Solution Expert, CompTIA, and Cisco Certification preferred

Minimum Experience

- Three (3) years' experience working with and configuring network environments with firewalls, IP subnets, VPNs, electronic mail operations and remote communications
- Experience working with Aboriginal people, organizations and communities
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Knowledge of Microsoft based work environment and network
- Knowledge of network engineering and performance analysis
- Knowledge and proficiency in personal computer technology and peripherals, application software, operating systems, diagnostic software, anti-virus programs, software images and recovery procedures
- Knowledge of North Shore First Nations

Special Skills

- Excellent computer skills with MS Office Software, networking and other software
- Excellent critical thinking and problem-solving ability
- Excellent analytical and research skills
- Excellent interpersonal and customer service skills
- Excellent conflict resolution and problem-solving skills
- Excellent oral and written communication skills
- Excellent organizational skills
- Excellent time management skills
- Ability to attend to detail
- Ability to communicate in user-friendly language
- Ability to work with and configuring network environments
- Ability to manage multiple priorities and work in a fast-paced environment
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to adapt to manage change
- Ability to work with confidential and sensitive information

Other Requirements

- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings;
- Ability to understand and speak Anishnaabemowin is a definite asset;
- Must provide a Police Records Check deemed satisfactory by the employer;
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel;
- Must have \$1M automobile insurance coverage.

WORK SITE LOCATION

Location to be determined.

SUPERVISORY RESPONSIBILITY

This position is not required to supervise any staff.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Network Administrator will typically be in an office setting. The Network Administrator is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Network Administrator may be required to travel to meetings in the province of Ontario.

The administration of computer technology and information management issues can be mentally challenging. As a result, this position is more mentally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually quiet to moderate, but may be loud on occasion. The nature of the position may expose the Network Administrator to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

Given the traditional practices of Indigenous people, from time to time exposure to smoke from the burning of sacred medicines; tobacco, sweet grass, sage or cedar, may occur.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine, adding machine, IT servers, routers, access points, printers and other related computer technology.

KEY RELATIONSHIPS

Internal

The position requires interaction with the Manager of Infrastructure and Technology, Managers, Supervisors, co-workers, and other staff.

External

The Network Administrator will interact with the Ministry of Children, Community and Social Services, Children’s Aid Societies, other First Nations and other agencies.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its contents.

Signature of Employee

Date