Ta'an Kwäch'än Council

A **Position Title:** **Senior Systems Administrator**
Pay Level: Level Eight (8)
Department: Administration
Supervisor: Operations Manager
Date: 2024-11-19
Status: Permanent Full-Time

B **Context Statement:**

As an order of Government in Canada, the Ta'an Kwäch'än Council has authority and responsibility to provide quality programs and services for its Citizens, and to manage its resources for the benefit of future generations, in accordance with the Ta'an Kwäch'än Final Agreement, the Self-Government Agreement, and the Ta'an Kwäch'än Constitution.

C **Job Summary:**

The Senior Systems Administrator role with TKC will be pivotal IT position in ensuring TKC technology runs smoothly by managing servers, networks, and security, as well as the stability, integrity and efficient operation of the in-house information systems that support core organizational functions. This is achieved by monitoring, maintaining, supporting and optimizing all networked hardware, software and associated operating systems. The Senior Systems Administrator will apply proven leadership, communication, analytical, and problem-solving skills to help identify, communicate and resolve issues in order to maximize the benefit of I.T. systems investment.

The position supervises the Systems Administrator, and both positions will work as a team to assist staff with technical support of desktop computers, laptops, printers, copiers, phones and mobile phones, voice and wireless communications systems, applications, and related technology. Support includes specification analysis, installation, and testing of hardware systems and peripherals within established standards and guidelines. Also required is interaction/testing of application software and operating systems to diagnose common industry issues and as well resolve unique, non-recurring problems.

D.   Main Duties & Responsibilities:

- Develops/Implements, maintains, and monitors an IT Ticket system to ensure prioritization and response attention to all IT help messages, fixes, refers externally according to need, and reports back to client.
- Setup, configuration and maintenance of servers and network infrastructures
- Diagnoses, troubleshooting and resolve hardware, software and connectivity problems
- Network operating systems and server upgrades and maintenance, ensuring that adequate network/server security polices, and technologies are implemented and maintained, as well as maintaining awareness of new network technologies and making recommendations for enhancements
- Technical support analysis and documentation
- Troubleshoot and repair of desktop computing environment
- Managing data backups, including routine backups and maintenance of tape library in-house and offsite storage of backup tapes
- Implement/manage a help desk tracking environment to ensure issues are dealt with in a timely fashion
- Maintain site licenses for department/organization
- Develop and conduct various training and instruction for system users on operating systems, office solutions development software, relational databases and other applications
- Assist users to maximize use of networks and computing systems
- Remote Administration of servers/desktops using remote desktop for administration or similar software
- Miscellaneous responsibilities such as:
- Maintain current knowledge and understanding of new computer applications, industry trends, and developments in hardware, software, and information processing techniques
- Learn and be capable of using new network hardware and software
- Maintain and update corporate website
- Support Health Information Management System
- Ensures that users understand pertinent privacy legislation and procedures. Ensures a high level of confidentiality in all work functions where data and privacy must be protected.
- Provides recommendations on safe data storage and in collaboration with team members makes recommendations for the most organized practices for data storage to ensure minimal risk to loss of important records and to access important information quickly when needed.
- Facilitates training for users including technical questions on all aspects of functions for computers, phones (VoIP and TKC Bell), laptops, data base, and software and security applications. Develops laminated short instruction sheets for reference for

videoconference use to be kept with equipment for reference and brief instruction sheets for laptop, phone, or other devices where instruction might be needed on use.

- Assesses TKC process/workflow, analyzes data and security requirements, develops annually a work plan and budget for IT for network, hardware, and software maintenance with scheduled replacement to ensure reliable and maximally effective systems are in place. This includes research and the inclusion where applicable in budgeting of existing software add-ons and for new software and new hardware for additional functions to increase production and reporting.

- Configures and keeps a network and equipment inventory and maintenance schedule and applies operating system updates, patches, and configuration changes Conducts scheduled audits of network systems and backup drives or system, connectivity, and software. Also troubleshoots, conducts performance tuning, and responds to emergencies whether small scale, a missing laptop or large scale ramping up after a major power outage/surge.

- Creates a schedule and inventory of all contractors and leased equipment and all software providers to ensure contracts are in place that fit the required service deliverables, licenses are up-to-date, and payments are made in accordance to accepted payment schedules, protocols, and accepted and operational methods for payment.

- Ensures that digital information and electronic operations of the TKC are secure and usage protocols are employed and monitored through ensuring excellence in systems security to protect against data theft, hacking, phishing, ransom ware or any other threat that could expose TKC to liability, system damage, or prolonged shutdown.

- Ensures user integrity including 1) adding, maintaining, deactivating, removing, or updating user account information, resetting passwords, etc. and 2) administering exchange security (usernames and passwords).

- Ensures safe, culturally sensitive, and secure access ways and processes in collaboration with Communications Coordinator and team for team updating of website and social media and the same when using videoconference tools.

- Is cross-culturally sensitive, human rights informed, and conducts work with sensitivity to TKC history, culture, aspirations and with awareness of the TKC Constitution, Final and Self Government Agreements

- Supervises and mentors' seasonal students when deployed, ensures contractors perform the responsibilities they are contracted for.

- Works collaboratively with the team member responsible for enrolment for design, development, and production of "secure" TKC Citizen ID cards

- Other position related duties as required.

E.   Qualifications:

Education & Experience:

- Bachelor's degree in computer science or related discipline from a recognized institution or equivalent combination of technical education, training, and experience

- Cisco Certified Network Associate or Professional – CCNA/CCNP

- Microsoft Tech course (s) certification

- Windows client operating systems experience

- Minimum 5 years of computer and network administration

- Minimum 5 years' experience setting up & monitoring local and wide area networks, cabling infrastructure, routing and switching.

Skills & Abilities:

- Organizational and time management skills

- Ability to manage stress and work flexible hours

- Ability to work as part of a team.

- Operating systems management

- Hardware deployment

- Database management

- Network configuration

- Ability to communicate effectively and concisely, both orally and in writing

- Analytical abilities

- Project management skills

- Able to think creatively to fix technological issues

- Ability to meet critical deadlines with minimal supervision.

- Ability to prepare documentation accurately from verbal and written instruction.

- Ability to interpret and comply with policies, legislation, and standard regulations/procedures as they relate to the position.
- Must be organized and have the ability to manage projects of varying lengths.

- Strong communication skills and documentation skills.

- Ability to receive and follow direction.

- A positive, self-motivated individual who can complete tasks independently.

- Must be a team player.

F.   Key Personal Contacts and Nature of Contacts:

Who   Why

Who	Why
Chief/Deputy Chief and Council	Under guidance of supervisor, may be asked to aid with technical advice. Provide briefing notes and other information
Operations Manager	Receive direction, assist with strategy development, provide status reports, discuss and resolve issues, information exchange, budget requirements.
Departmental Managers	Developing strategies, discussing issues, developing plans, information exchange.
Staff, Citizens, and the Public	Providing and seeking feedback and Information
Seasonal students	Supervision and mentoring
Federal, territorial, and other First Nations Government representatives	Information and networking
Contractors	Contract supervision

G.   Direction/Decision Making:

The Operations Manager establishes the overall goals, objectives, and expectations for this position. Decisions are made within established processes and procedures in relation to IT and network administration, with daily supervision and reporting to the Operations Manager.

The incumbent is required to perform the day-to-day duties with minimum supervision, making independent decisions regarding the scope of work and ensuring network and user security and protection and privacy of TKC digital information. Purchasing decisions related to TKC IT are to be administered and documents prepared for designated signing authorities. Discretion and judgment are utilized in systems administration and user relationships. When issues or problems arise, or matters which cannot be resolved, the incumbent will seek and obtain direction from the supervisor.

This position must be knowledgeable in risk management to ensure TKC Government, employees, and Citizens are protected in all privacy and systems and network management matters under the administration of TKC.

H   Impact / Accountability:

The performance of this position has a direct impact on the efficient delivery of services to citizens. TKC requires IT systems and network to be always reliable, a data breach and or shut down could result in extreme negative repercussions for the Nation.

This position will develop, recommend, implement and manage the governments establishment of effective and efficient IT systems that will permit the First Nation government to carry out its responsibilities in an effective and efficient manner, the aforementioned systems will be the foundation and repository for all electronic data. In addition, the incumbent will train users and staff to ensure the introduction and maintenance of best practises as they relate to information systems.

The incumbent will deal with all internal and external colleagues in a professional and respectful manner and must always exercise tact and diplomacy, while working cooperatively with employees and providing advice / recommendations to senior management / supervisors and departmental teams.

I   Work Conditions:

This position is in a normal office setting at multiple locations with duties extending to attendance in an IT room both for server maintenance and a room for hardware and peripheral equipment storage. The position is expected to meet established and often short-term deadlines in a variety of areas. The position must work amidst constant interruption while maintaining attention to detail to ensure the accuracy and integrity of the IT and network requirements. The position is expected to deal occasionally with angry or emotional clients when systems are not working, available, and if there is worry about connectivity for a videoconference or worry about potential important data loss. The position may, on occasion, be required to work evenings and/or weekends if systems are down or there are emergency system needs.

J   CONDITIONS OF EMPLOYMENT:

- Criminal Records Check with vulnerable sector screening.

- Class 5 driver's license with a clear driver abstract

- Values and Ethics Code

- Hard copy of all qualifications upon TKC request

- Able to lift at least 50 lbs

- Adherence to all HR policies.

K   Job Description Approval:

I approve this job description as being representative of the work required and that the responsibilities identified have been delegated.

_____   _____
Executive Director   Date

_____   _____
Chief / Deputy Chief   Date

I have read the position description and understand that it is a general description of the duties assigned to the position occupied by me.

_____   _____
Incumbent   Date