IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Senior Server and Network Specialist	
Position Number	**Community**	**Division/Region**
97-9990	Yellowknife	Performance and Corporate Services

PURPOSE OF THE POSITION

The Senior Server and Network Specialist is responsible for the analysis, planning, maintenance, and improvement of the Server Hosting, Storage and Network Infrastructure. The position provides critical operational support by monitoring and managing this infrastructure to meet the demanding performance requirements of all WSCC departments.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut that is directed by a Governance Council through the President & CEO. WSCC operations are located in Yellowknife and Iqaluit.

The WSCC promotes safe work places through education and prevention, and cares for injured workers through a system of no-fault compensation. The system is funded through the collection of assessments from employers and is governed by the *Workers' Compensation Acts* of the Northwest Territories and Nunavut.

The WSCC is committed to an environment free of racism and discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

Located in Yellowknife, the Senior Server and Network Specialist (Specialist) reports to the Supervisor, IT Service Delivery and provides comprehensive analysis, planning, maintenance, and enhancement of the Server Hosting, Storage and Network Infrastructure, to active WSCC employees in Yellowknife and Iqaluit.

The Specialist is integral to server, storage and network infrastructure, and data center design and troubleshooting, ensuring optimal performance across WSCC's diverse and geographically dispersed operations.

Within this scope, the Specialist navigates multiple technology domains such as server security, virtualization, storage systems, emerging cloud-hosted technology, cellular device security, Microsoft active directory, Microsoft domain and network protocols, and disaster recovery processes. The role involves the intricate support of the entire WSCC server hosting and storage system infrastructure, which spans a complex hybrid environment distributed across multiple data center locations, encompassing communities within the Northwest Territories and Nunavut. This environment relies on a diverse array of vendor products and complex systems, demanding cohesive integration and the ability to execute complex implementation, and operational decisions.

The Information Technology and Business Intelligence division serves as a critical component of the WSCC, offering leadership and expertise to all departments. The Division oversees matters related to the WSCC area data network, servers, storage, data center facilities, information technology infrastructure, and communication systems. Services are provided in alignment with established operating procedures, guidelines within the WSCC and standards developed in collaboration with the Chief Security Officer (CSO).

The incumbent is required to address service incidents that may heavily impact the operation of the WSCC, and therefore may require rapid response and resumption of service. These incidents may occur any time, 24 hours a day, 365 days a year. The Specialist may be required to be on-call for extended periods or on a rotational basis 24/7 to fulfill the above requirements

The incumbent is required to manage competing priorities, conflicting advice, and the periodic need for intense analytical work and the pressures of complex projects often impacted by tight deadlines, unexpected and competing demands complicated by the politics of introducing change in work processes.

This position may require the incumbent to work flex time to support regions. Some Duty Travel to regional communities will be required from time to time.

RESPONSIBILITIES

1. **Provides leadership in server and network Infrastructure Support, maintenance and implementation.**
   - Research, design, implement, and support the complex server hosting storage and network infrastructure for WSCC's hardware and software spread across multiple data centers and communities.
   - Strategize and execute complex server, storage and network infrastructure deployments, testing, and production rollout processes.
   - Manage third tier troubleshooting for technical issues, collaborating with various teams and third-party contractors when required.
   - Provide advanced technical support for server, storage, and network, including diagnosis, repair, set-up, and configuration.
   - Develop and implement non-standard solutions to mitigate outages and prevent them where possible.
   - Prioritize problem resolution, escalating issues when necessary.

- Lead server, storage, and network projects, engaging stakeholders, defining requirements, planning, delivering, scheduling, managing risks, controlling budgets, and ensuring projects align with quality standards and agreed-upon scope.
- Develop project teams, allocate tasks, and provide direction, support, and guidance for effective project delivery.
- Plan, design, and execute disaster recovery and business continuity testing for critical business operations.
- Monitor server and storage system logs to report on traffic, server utilization, and storage usage patterns.

2. **Supports and Implements the Security Administration:**
- Implement and uphold compliance with security administration procedures to secure WSCC server and storage systems for all users within and outside the WSCC network.
- Establish and enforce standards for server, storage and network security controls, maintenance, access, and security procedures.
- Design and implement controlled data access for external entities without compromising the integrity and security of WSCC data repositories.
- Manage security processes and protocols, ensuring secure application access to data systems, email, and remote applications.
- Stay abreast of technological advances in server and storage management, contributing to decisions enhancing security, performance, stability, and supportability.
- Provide leadership in maintaining the security of server, storage, and systems.
- Investigate and lead the resolution of security breaches.
- Perform standard and non-standard security administration tasks, resolving security issues.
- Collaborate with the Manager, Information Technology and Business Intelligence, Security Systems Administrator and WSCC colleagues, and contractors to implement and support network security procedures.

3. **Leads seamless Network Infrastructure Analysis and Support:**
- Oversee connectivity and ensure optimal performance across WSCC divisions and communities in both Territories.
- Collaborate with stakeholders to define network requirements, offering informed recommendations.
- Troubleshoot and resolve complex network issues in coordination with relevant teams.
- Design and implement network security measures and protocols.
- Lead in developing and maintaining comprehensive network documentation.
- Analyze and implement technological advancements in network infrastructure, contributing to strategic decisions for optimal network performance.
- Collaborate with the broader WSCC team and external partners to enhance network services.

4. **Actively participates in formal periodic audits and milestone reviews:**
- Ensure that the overall integrity, security, and accessibility of data are maintained.

- Contribute to and maintain a consistently high standard of documentation.
- Assist in preparing reports, recommendations, or alternatives that address existing and potential trouble areas in operating systems.
- Create systems models, specifications, diagrams, and charts to provide direction to in-house and outsourced developers.
- Ensure service standards are met in business solutions.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

20-30% of work time is spent in the Data Centre, where cooler temperatures and background noise are prevalent.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Technical skills in troubleshooting hardware and software issues, including performance problems.
- Knowledge of Windows and their tuning, securing, and optimization.
- Knowledge of server and storage communications principles, hardware, software, and best practices.
- Technical skills relating to Microsoft Active Directory, Microsoft Azure, server software technologies, and their optimization.
- Understanding of security controls, risk analysis, disaster recovery planning, and event simulations.
- Project management skills for effective planning, delivery, and tracking of projects.
- Communication and interpersonal skills, with the ability to convey technical issues in appropriate terminology for diverse audiences.
- Collaboration and facilitation skills to engage stakeholders, IT professionals, and business units in designing solutions.
- Problem solving and decision making skills and adaptable to various situations. Skills relating to attention to detail and accuracy.
- Ability to participate in preparing reports, recommendations, or alternatives that address existing and potential trouble areas in operating systems.
- Ability to ensure service standards are met in business solutions.

- Ability to apply skills relating to capacity planning for servers, storage, network and supporting infrastructure.
- Ability to implement Information Technology Infrastructure Library (ITIL) processes, including Incident Management, Change Management, Configuration Management, Release Management, and Problem Management.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A degree in Computer Science or Information Technology program, and three (3) years of relevant experience including two (2) years in PC, server, storage system and network support and operations.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

☐ No criminal records check required
☒ Position of Trust – criminal records check required
☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

☐ French required (must identify required level below)
    Level required for this Designated Position is:
        ORAL EXPRESSION AND COMPREHENSION
            Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
        READING COMPREHENSION:
            Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
        WRITING SKILLS:
            Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
☐ French preferred

Indigenous language: To choose a language, click here.

☐ Required
☐ Preferred