

Department	Position Title	
Workers' Safety and Compensation Commission	Senior Systems Administrator	
Position Number	Community	Division/Region
97-9991	Yellowknife	Performance and Corporate Services

Within this scope, the Senior Systems Administrator 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 Senior Systems Administrator 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 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 two (2) years of relevant experience including one (1) year 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

## **CERTIFICATION**

**Title:** Senior Systems Administrator

**Position Number:** 97-9991

<hr/> Employee Signature  <hr/> Printed Name  <hr/> Date  <i>I certify that I have read and understand the responsibilities assigned to this position.</i>	<hr/> Supervisor Signature  <hr/> Printed Name  <hr/> Date  <i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i>
<hr/> Senior Manager  <hr/> President & CEO  <i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i>	

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.**

Reviewed by HR: \_\_\_\_\_