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**THE UNITED COUNTIES OF LEEDS AND GRENVILLE**  
**Corporate Services Division**

**Invites applications for the position of:**

**Network Administrator**

**Permanent Full Time**

**Start Date: May 1, 2023**

**2023 Salary Grid 6: \$36.54 - \$43.51**

**Location: Brockville, Ontario**

**POSITION SUMMARY:**

The Network Administrator designs, implements and maintains the functionality, reliability, efficiency and security of the IT network infrastructure for the Counties. Additionally, they provide first and second level support and resolution to local and remote clients with respect to desktop/laptop equipment, network systems, applications, telephony, telecommunications and equipment, along with advice for purchasing requirements.

**QUALIFICATIONS:**

**Education, Certification & Licenses**

- College diploma/university degree (3 to 4 years) in the field of computer science or equivalent combination of education and experience.
- Microsoft Certificate Solutions Associate (MCSA) would be considered an asset.
- Must have a valid Ontario Class G driver's license and access to a reliable vehicle.

**Experience**

- Five years relevant and progressive work experience in an IT network/applications role within a Microsoft network environment.
- Experience in core Microsoft Enterprise Solution support (Exchange, IIS, Sharepoint, SQL, etc.) is required.
- Experience supporting enterprise applications (financial, ERP, HR, and office automation).
- Experience in Enterprise VOIP telephone system management and mobile device management; familiarity with Mitel and IOS is considered an asset.
- Experience with Microsoft desktop and server operating systems and server management tools.

## **Knowledge, Skills, Abilities & Competencies**

- Good knowledge of IT best practices (ex. ITIL).
- Good knowledge of Microsoft Office 365, PowerShell, Azure and other power apps.
- Working familiarity with Active Directory, networking and group policies are all considered assets.
- Knowledge of system security and data back-up/recovery.
- Understanding of network hardware (routers, switches, wireless, etc.).
- Knowledge of virtualization server software (VMWare).
- Excellent interpersonal and communication skills combined with a customer service orientation.
- Proven analytical and problem solving skills to examine complex problems and develop solutions.
- Strong organizational skills and ability to prioritize multiple complex tasks and activities addressing conflicting priorities and timelines.
- Ability to conduct research into technical issues and products.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self- motivated and directed as position requires initiative and independent thinking to respond to variables in a technical environment.
- Keen attention to detail for a role where quality assurance is important.
- Team-oriented and skilled in working within a collaborative environment.
- Integrity and discretion necessary to safeguard confidential data.

## **SUMMARY OF POSITION RESPONSIBILITIES:**

### **Activity 1: Network Infrastructure Management (approximately 45%)**

- Responsible to install, configure, update and manage the Counties physical and virtual network infrastructure and its backup server, as well as all virtual servers.
- Manage and administer enterprise patch management through WSUS and manage engine.
- Monitor daily operation of network ensuring highest possible level of availability and performance.
- Maintain inventory and documentation as it relates to the Counties' network.
- Troubleshoot and provide resolution to problems that arise from day-to-day operations.

### **Activity 2: Project Management (approximately 25%)**

- Project planning and implementation including design documents and meeting with stakeholders.
- Overseeing life of project; implementation, clean-up and testing.
- Work with external vendors as determined by projects.

- Documenting changes, training other support staff on new hardware/software.

**Activity 3: Backup the Enterprise Software Administrator Position (approximately 10%)**

- Act as a backup to other 2<sup>nd</sup> level support staff as needed by keeping up-to-date on current processes and applications that this position is responsible for including Exchange 365, Great Plains, telephony hardware/software and a number of other applications used by Counties staff.

**Activity 4: Assist IT Service Desk (approximately 10%)**

- Assist/answer IT Service Desk calls as needed to field and resolve tickets.
- Support remote and local staff with laptops, desktop computers, VDI computers, and phones.

**Activity 5: Research Hardware/Software Solutions/Issues (approximately 10%)**

- Research, evaluate and recommend network equipment and/or software to meet current and future Counties' needs in consultation with the Network Supervisor.
- Read KB articles and other hardware/software supporting documents regarding updates, fixes, etc.
- Research solutions to known issues.

**Other related duties, as requested and required.**

<b>LEGISLATIVE REQUIREMENTS:</b>
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- Perform responsibilities of position within legislative and regulatory standards set out in applicable Federal and Provincial Legislation; Municipal Acts, By-Laws and Operational and Human Resource policies/codes of the United Counties of Leeds and Grenville.
- Ensure a high level of respect for confidentiality for both the organization as a whole and staff as per the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).
- Protect health and safety of self and others via safe work practices, immediately reporting unsafe conditions and attending all relevant in-services regarding occupational health and safety. Follow all guidelines for employees/employers as legislated under the Ontario Health and Safety Act.
- Adhere to applicable legislation, including Employment Standards Act, Labour Relations Act, Ontario Human Rights Code, Occupational Health and Safety Act, Workplace Safety and Insurance Act, Personal Health Information Protection Act, and

other applicable Human Resources legislation.

- As set out in the United Counties of Leeds and Grenville’s Emergency Plan, perform duties upon the declaration of an emergency.

**FINANCIAL & BUDGET RESPONSIBILITIES:**

- May provide recommendations of software and associated licenses to the Network Supervisor.

**CONTACTS:**

- Responsibilities involve contacts of workflow that is confidential and sensitive nature on a regular basis.
- Tact and judgement are required when dealing with data from various departments.

**PHYSICAL SKILLS:**

- Position requires considerable visual and auditory attention with attention to detail.
- Regular use of office equipment with some coordination and speed required where work operations are not constant and there is choice of workflow.

**WORKING CONDITIONS:**

- Mostly inside work, working in an office environment.
- Hours of work per week: 35 hours.
- Work involves frequent interruptions to respond to demands.
- Work outside of normal business hours to meet organizational needs as required (minimal).
- Infrequent overnight trips for training.

**The foregoing Job Description reflects the general duties necessary to describe the principal functions of the job identified, and shall not be construed to be all of the work requirements that may be inherent in this classification.**

Cover letter should reference **“Competition # CS-23-040 Network Administrator, PFT”** and applications should be submitted online **by 4:00 p.m. on /before April 5, 2023** to: <https://careers.leedsgrenville.com>

Applicant information is collected under the Municipal Freedom of Information and Protection of Privacy Act (**MFIPPA**), and will only be used for candidate selection.

The United Counties of Leeds and Grenville is committed to providing a recruitment and selection process that is both inclusive and free from barriers. Accommodations for job applicants with disabilities are available upon request, and will be provided in accordance with the **Ontario Human Rights Code** and the **Accessibility for Ontarians with Disabilities Act**.

Applicants are required, in advance, to make any accommodation request known to Human Resources by contacting the department at 1-800-770-2170 extension 2343 or using the Bell Relay Service. Human Resources will strive to provide reasonable and appropriate accommodation for all applicants, during the recruitment and selection process, which will ensure the process, is conducted in a fair and equitable manner.