

**BENCHMARK**  
***Information Technology***  
***Administrator 1***

**COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT**

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CLASSIFICATION GRID: 11                      BENCHMARK TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR 1  
BENCHMARK NUMBER: 80480                  JOB FAMILY: ADMINISTRATIVE SERVICES

**SCOPE AND LEVEL DEFINITION**

Performs information systems duties related to support of computer hardware and software.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Provides support related to hardware, software, application programs, and basic network communications by performing duties such as determining problems, explaining functions to users, and demonstrating applications. Refers complex problems to vendors, technicians, and senior staff.
2. Performs installation, upgrading, preventative maintenance, and routine repair and troubleshooting of hardware, and software such as desk top applications, and makes arrangements for complex repairs.
3. Maintains and updates Internet access, as well as e-mail files, access, and programs. Makes minor modifications to web sites as required.
4. Performs network and server data archiving.
5. Assists users to maintain and make minor modifications to databases and user aides such as menus, command procedures, help files, customized reports, and standard file formats.
6. Identifies requirements for new and modified computer hardware and software, and makes recommendations.
7. Prepares and maintains a variety of documentation and reports such as system documentation and user guides.
8. Performs security administration duties such as monitoring the security of equipment and data, and creating, documenting, adding, and deleting aliases, user groups, access profiles, and passwords. Backs up data, and provides recovery services as required.
9. Performs other related duties as assigned.

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QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Computer Science
- Recent, related experience of two years  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to anticipate potential problems and take appropriate action
- Knowledge of practices and procedures related to computer equipment and software applications
- Ability to orient and train
- Knowledge of operating systems such as Microsoft NT
- Ability to install, upgrade, operate, troubleshoot, and maintain computer equipment and software applications
- Ability to identify, investigate, assess, document, and resolve software and hardware problems