

BENCHMARK
Information Technology
Administrator 2

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 42 BENCHMARK TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR 2
BENCHMARK NUMBER: 80490 JOB FAMILY: ADMINISTRATIVE SERVICES

SCOPE AND LEVEL DEFINITION

Performs information systems duties related to the installation and support of computer servers, networks, databases, hardware, and software. May supervise staff.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Installs, configures, upgrades, enhances, and problem solves network systems such as local area networks (LANs) and wide area networks (WANS).
2. Designs web-sites by methods such as downloading webpage builders from the Internet, and making minor modifications.
3. Assists users in designing, implementing, and maintaining custom file systems and databases using existing software.
4. Provides support related to hardware, software, application programs, and complex network communications by performing duties such as diagnosing and resolving problems.
5. Identifies requirements for computer networks, identifies and evaluates options and pricing, makes purchase recommendations, and makes arrangements for implementation. Liaises with external agencies, vendors, and user areas as required.
6. Conducts training programs and seminars, and trains users in the operation of computer equipment and the use of software applications.
7. Prepares and maintains a variety of documentation and reports such as user guides and procedure manuals.
8. Provides direction and monitors work performed by contractors such as installation of power lines, data lines, and hardware. Contacts external contractors and tradespeople to obtain quotes, and arranges for repairs.
9. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.

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10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Computer Science
- Recent, related experience of three 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, networks, and software applications
- Knowledge of advanced level LAN/WAN management
- Ability to orient and train
- Ability to install, configure, operate, and maintain computer equipment, networks, and software applications
- Ability to identify, investigate, assess, document, and resolve network, software, and hardware problems
- Ability to supervise