

**BENCHMARK**  
***Information Technology***  
***Administrator 3***

**COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT**

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CLASSIFICATION GRID: 43

BENCHMARK TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR 3

BENCHMARK NUMBER: 80500

JOB FAMILY: ADMINISTRATIVE SERVICES

**SCOPE AND LEVEL DEFINITION**

Performs information systems duties such as computer programming, customized application development, implementation of complex networking projects, complex database development, and complex telephone system programming. May supervise staff.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Plans and implements complex networking projects such as networking multiple sites, integrating multiple desktop, server, and network platforms, and installing telephone and data networks and related systems. Performs duties such as determining cable type, determining physical layout and communication patterns of networks, programming using established overlay programs, investigating and documenting system malfunctions, and resolving problems.
2. Performs computer programming to design, alter, customize, and test computer applications. Designs, implements, tests, evaluates, and makes complex modifications to databases. Plans and implements the installation and configuration of upgrades.
3. Provides support related to hardware, software, application programs, and complex network communications by performing duties such as diagnosing and resolving problems.
4. Evaluates existing and emerging information systems technology, identifies requirements, analyzes alternative products, performs cost benefit analysis, and makes recommendations. Liaises with external agencies, vendors, and user areas as required.
5. Develops and conducts training programs and seminars, and trains users in the operation of computer equipment and the use of software applications.
6. Develops, tests, and maintains disaster recovery procedures.
7. Authorizes expenditure of funds in accordance with assigned budget and organizational policies. Monitors expenditures for designated areas by comparing actual and budgeted expenditures, identifying variances and anomalies, and following up on variances.
8. Prepares and maintains a variety of documentation and reports such as procedure manuals and business cases.

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**Implementation Date: May 2, 2003**

**80500**  
**3-16**

**Grid level updated: April 1, 2019 (per CIU Com-157)**

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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.
10. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Bachelor's degree in Computer Science
- Microsoft SE certification
- 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
- 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
- Ability to program in relevant computer language