

**PURPOSE OF THE POSITION**



Plans, implements and supports local area network (LAN) hardware and software within the Beaufort-Delta Education Council (BDEC) office and schools to ensure network connectivity and support the strategic planning and management of the Council.

**IDENTIFICATION**

Position Number	Position Title		
72-10657	LAN Administrator / Technical Services Officer		
Department	Division/Region	Location	
Beaufort-Delta Education Council	Beaufort-Delta	Inuvik	

- 2000 users (180 staff + 1800 students)
- 600 computers in Inuvik, Holman, Sachs Harbour, Paulatuk, Tuktoyaktuk, Aklavik, Fort McPherson, and Tsiigehtchic
- 11 file servers and appropriate routing links distributed over eight communities
- 30-50 help desk calls per week
- 50-75 emails per week

**PURPOSE OF THE POSITION**

The incumbent manages a budget of \$500,000 and is responsible for LAN operation and end user support, and systems development and support. Timely and effective resolution of network issues impacts directly on the efficiency of the Council office. The LAN Administrator works in close consultation with the Teacher Consultant (Information Technology) to assist with the integration of IT into curriculum. The incumbent will also coordinate partnerships with other GNWT departments and organizations (e.g. Wire North, Industry Canada Community Access Program), ECE Technical Services, TSC.

**SCOPE**

Reporting directly to the Superintendent of Schools, the incumbent works out of the Inuvik office to plan, implement, maintain, and support networked and standalone computer systems, including related hardware, software and peripherals for both PC and Macintosh platforms:

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- Designs, develops and deploys information solutions over the GNWT Digital Communications Network using regional Local Area Networks, Wide Area Networks and web/database development tools or other means to achieve the most effective regional information network.
- Prepares an annual budget of approximately \$500,000 for Information Systems and Technical Services.
- Reviews the purchase requests of nine principals to ensure they are compliant with the overall technology plan.
- Makes recommendations to the Superintendent on all aspects of computerized

**RESPONSIBILITIES**

1. Plan, develop, coordinate, monitor and implement the technology goals of the Beaufort-Delta Education Council by ensuring the best possible utilization of available resources to meet the needs of central administration staff, school staff and students.
  - Designs and implements hardware and software technologies.
  - Manages all resources needed to ensure successful project implementations, including directing resource requirements, compiling project status reports, conducting quality reviews, facilitating meetings with board/school staff, establishment of goals and milestones, and coordination of technical support and training programs.
  - Designs, develops and deploys information solutions over the GNWT Digital Communications Network using regional Local Area Networks, Wide Area Networks and web/database development tools or other means to achieve the most effective regional information network.
  - Prepares an annual budget of approximately \$500,000 for Information Systems and Technical Services.
  - Reviews the purchase requests of nine principals to ensure they are compliant with the overall technology plan.
  - Makes recommendations to the Superintendent on all aspects of computerized information systems, including purchase/upgrade of computers/systems/networks, system planning and cost estimates.
  - Prepares and updates a comprehensive Technology Plan for the Beaufort-Delta Education Council.
  - Maintains inventory of all computer-related equipment in all facilities with the Beaufort-Delta Education Council.
2. Maintain networked computer systems in the Council office and schools to ensure systems and equipment function efficiently and effectively.
  - Monitors client/server networks and associated peripheral devices in the central office and schools; schedules and performs maintenance for each.
  - Monitors data communications, telecommunications and environmental control equipment for outages and exceptional situations that require technical intervention.
  - Maintains appropriate user access limits.
  - Maintain, upgrade and install software as required.
3. Ensure security and contingency measures are in place.
  - Designs and implements a system backup program
  - Ensures that virus protection programs are installed and upgraded regularly
  - Advises users of GNWT and Council electronic mail, internet and computer use policies
  - Maintains a stock of spare parts for servers and key computer systems as well as

- Update and maintain the BDEC website for learning and the school websites creation and maintenance of the school websites
  - Research, define and implement new technology establishing and maintaining a list of sources for emergency replacements.
  - Identifies and researches new and emerging technologies that could be incorporated in the BDEC's existing IT plan.
4. Provide technical support to Council office and all schools
- Pilots new projects such as Norton Ghost, Deep Freeze, etc.
  - Coordinates the installation of computer systems, hardware and software applications used by the Council office.
  - Provides a help-desk service designed to provide timely response and resolution to user/system requests for service.
  - Provides technical expertise on hardware and software upgrades and requirements to staff

**KNOWLEDGE, SKILLS AND ABILITIES**

- Identifies and prioritizes necessary system problems and implements necessary changes/upgrades.
  - Update and maintain district databases such as Report Cards
  - In collaboration with BDEC schools and ED&E, update and maintain the District information on the GNWT Electronic Student Information System.
  - Update and maintain the BDEC website as well as providing technical support for the creation and maintenance of the school websites.
5. Research, define and implement new technology
- Research skills to keep up with new technology
  - Identifies and researches new and emerging technologies that could be incorporated in the BDEC's existing IT plan.
  - Pilots new projects such as Norton Ghost, Deep Freeze, etc..
  - Uses an assessment tool to monitor success of projects.
  - Work closely with the Teacher Consultant (Information Technology) develop and maintain policy for standardized software and hardware technology across the District.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Thorough understanding of Local Area Networks and Wide Area Networks
- Thorough understanding of project management methodology
- Working knowledge of Windows 2003 Server and Windows XP Work Stations, Microsoft Office, MacSchool, WinSchool, FirstClass, Network Mail Systems, Internet, FrontPage, Data Base Design, Modems, PC Microcomputers, MacIntosh Microcomputers, Printers, Switches, Hubs, UPS Systems, Routers, LAN Wiring Methodology, Troubleshooting Methodology, Network Administration, File Servers, Mail Servers, Web Servers, Digital Cameras, Scanners and Video Editing Suites
- Research skills to keep up with new technology
- Ability to conceptualize, plan and implement projects

**TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY:**

A diploma or degree in information technology with five years recent experience in technical / systems support.

The incumbent works in a generally comfortable work environment. With the exception of working in the crawl spaces.

### **WORKING CONDITIONS**

Working Conditions identify the *unusual and unavoidable*, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency and duration of occurrence of physical demands, environmental conditions, sensory demands and mental demands.

#### **Mental Demands**

#### **Physical Demands**

Considerable bending, kneeling, and lifting will be required to service computer equipment. Physical hazards are a possibility due to the requirements of servicing electrical equipment and working in adverse conditions (i.e. crawl space), traveling over ice roads, and working/traveling in severe winter conditions.

#### **Environmental Conditions**

The incumbent works in a generally comfortable work environment. With the exception of working in the crawl spaces.

#### **Sensory Demands**

Requires concentrated levels of attention to troubleshoot and maintain computer hardware and software; a significant amount of time may be spent viewing computer screens.

#### **Mental Demands**

Disruptions in lifestyle may occur due to extensive travel (40%/50%) and work schedule. Concentrated attention to detail (i.e. troubleshooting computer hardware/software) is required. The work schedule will have numerous work commitments and deadlines to meet.

### **EXCLUSION/INCLUSION**

#### **Section A**

- This job should be included in the bargaining unit
- This job should be excluded from the bargaining unit (complete section B)