



## BCGEU POSITION DESCRIPTION

---

**POSITION TITLE:** Network Specialist

**JOB NUMBER:**

**REPORTS TO:** Ishan De Silva

**INCUMBENT:**

**DEPARTMENT:** Information Technology

**DATE CREATED:** January 16<sup>th</sup> 2024

**JOB CLASS:** 12

**DATE REVISED:** January 16<sup>th</sup> 2024

---

### PRIMARY FUNCTION

To provide technical support in the administration of the University's computer/network systems.

### JOB DUTIES AND TASKS

1. Manage server and network day to day operations:

- a. Manage, create and maintain user accounts and assign appropriate privileges to access various systems.
- b. Manage and maintain Institution wide disk utilization.
- c. Document, analyze and diagnosis day to day network administration problems.
- d. Resolve multi-platform day to day administration problems.
- e. Escalate, track and follow up on unresolved problems.
- f. Monitor the operation of backups and restores.
- g. Schedule downtime and perform maintenance and repairs.
- h. Maintain and administer backup procedures and policies.
- i. Assist in the development of policies and procedures for administrating computer operations.
- j. Provide end user support and technical assistance including responding to inquiries, troubleshooting and resolving operating procedures.
- k. Monitor and prepare reports on procedures.
- l. Provide input to planning processes for system upgrades.
- m. Prepare and maintain appropriate system and user documentation
- n. Exchange information with departments to determine needs including obtaining information from vendors, recommending purchases and preparing requisitions for approval.

2. Perform Application and Administrative Support:

- a. Administrate and troubleshoot University email environment.
- b. Manage, create and maintain system accounts and assign appropriate privileges to access.
- c. Perform day to day computer server(s) administration.
- d. Provide advice, assistance and instructions on the use of Technology.
- e. Use the call track system to record all activity relating to services jobs.
- f. Follow up with users regarding status of their requests or problems.

3. Assist support staff with technical issues:

- a. Investigate and resolve escalated calls from the Service Desk as part of a support team.
- b. Provide technical advice and recommendations on how to improve the day to day operations of



the system/network environment.

- c. Create customized software scripts to automate system operational procedures.
- d. Provide training on computer operations such as backup and restore procedures.

4. Research, evaluate and plan:

- a. Research operational technology procedures.
- b. Gather statistics/information to enhance system/network performance.
- c. Assist in the planning of the day to day operational procedures of the system/network infrastructure.

5. Other Related Duties:

- a. Generate and analyze various reports.
- b. Create and maintain system documentation for IET staff.
- c. Create and maintain technical procedural manuals.

**SUPERVISION RECEIVED:**

This position reports to the Manager, Network Operations

**SUPERVISION/DIRECTION EXERCISED:**

- Provide training to department staff on support and troubleshooting of computer and software procedures.
- Provide direction to support staff and co-op students.

**PHYSICAL ASSETS/INFORMATION MANAGEMENT:**

- Understand and maintain confidentiality and is responsible for the appropriate use of privileged information and facilities access.
- Handle confidential information in a responsible manner consistent with the Freedom of Information and Privacy Act.

**FINANCIAL RESOURCES:**

- Purchase supplies and IET equipment/software, sign for and verify receipt of purchases.

*The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.*

**EDUCATION AND EXPERIENCE**

- Completion of a university degree in computing/networking studies, supplemented by 1 years progressive experience (or an equivalent combination of education i.e. diploma in computing/networking, industry recognized certifications, and experience)

**QUALIFICATIONS**



- Excellent time and task priority management is essential.
- Excellent technical written & documentation skills are essential.
- Good verbal, communication and well developed interpersonal skills are essential.
- Proven ability to deal effectively with others and to handle unusual or unexpected situations.
- Ability to work under minimal supervision, under own initiative and as an effective team member.
- Ability to independently organize work to achieve predetermined goals and meet deadlines.
- Experience in identifying, analyzing, diagnosing and resolving network/system and telecommunication problems.
- Good understanding of provisioning accounts and resource access in Active Directory, Office 365, and local computer accounts.
- Good understanding of Exchange Administration and Outlook client support, also SharePoint site, workflow and library development will be a strong asset.
- Thorough knowledge of Active Directory User and Group administration.
- PowerShell scripting expertise is an asset
- Thorough knowledge of computer/network system and telecommunication operations, including the ability to quickly grasp new concepts using new technologies.
- Good understanding of Data Centre and Communication Room Operations.
- Knowledge of telecommunication systems that includes MS Teams, Telax, VoIP and other voice processing systems.
- Good understating of Cherwell day to day incident and problem management administration
- Troubleshoot telecommunication systems for voice reliability and system errors.
- Good understanding of Microsoft Windows operating systems will be a strong asset.
- Good understanding of Information Security best practices is essential.
- Coordinate and perform the day to day telephone/voice system/account administration in MS Teams

---

Knowledge Skills & Abilities revised: January 2024

---