

IT ADMINISTRATOR

THE OPPORTUNITY

We have an exciting opportunity for an IT Administrator to join a northern and busy municipality. Reporting to the Executive Director of Corporate Services, the IT Administrator will be responsible for supporting Big Lakes County's growing IT infrastructure, in addition to improving the overall risk management process, and implementing and continually improving Big Lakes County's IT project systems.

IDEAL CANDIDATE

We are seeking a qualified, independent and driven IT Administrator with a flair for creating policies and procedures, conducting security audits, and implementing processes. The ideal candidate excels in organizing and training within a dynamic IT environment and possesses expertise in ArcGIS Enterprise server administration. This position will involve some travel to different sites.

THE ORGANIZATION

Big Lakes County is home to 26,957 hectares of park and protected natural assets that offer a variety of outdoor activities for locals and visitors alike. Big Lakes County boasts a stunning natural landscape with the third largest lake in the province, Lesser Slave Lake. The surrounding Lesser Slave Lake Wildland is home to diverse wildlife and important habitats, making it a prime spot for birdwatching, hiking, and camping. Winagami Lake Provincial Park & Wildland, Hilliard's Bay Provincial Park, and Little Smoky Ski Area add to the outdoor adventures, including skiing and snowshoeing in winter. Big Lakes County intends to fulfill their mission by investing in core services like infrastructure, communities, and other municipal services. Through Council policy and resolutions, they will promote responsible development, environmental security, and positive intermunicipal relations with our private, public and governmental partners.

Also, Big Lakes County, through their Council's leadership, satisfies their vision by striving to build and diversify their economy and strengthen Big Lakes County's role as a leader of rural municipalities. They will strive for sustainability and set the stage for continued innovation, education, diversification, and good government, and by maintaining the rural landscape in Big Lakes County, they will be protecting agricultural resources and significant natural environments for future generations.

Mission

Enhance their community by encouraging responsible development that supports their agricultural and resource-based industries.

Vision

Building a sustainable municipality.

To learn more about Big Lakes County, visit their website at www.biglakescounty.ca.

RESPONSIBILITIES

- Maintain servers, printers, and other hardware.
- Order, setup user profiles, configure servers, desktops, laptops, tablets, printers, and other hardware and software, as necessary.
- Provide onsite and remote technical support as needed.
- Liaise with vendors in the repair, maintenance, and installation of technology infrastructure components such as on premises and cloud services, switches, servers, firewalls, or server room components.
- Act as a First point of contact for users and vendors to resolve systems access and performance issues.
- Maintain IT Assets and Licensing inventory, Patching, MDM and overall network and system security from Malware, Ransomware etc.
- Manage photocopier/printer/scanners and other various IT leases.
- Develop and monitor procedures for network and/or internet database access, usage plus the backup and recovery of data.
- Develop and recommend data administration procedures and standards.
- Monitors and analyzes server performance and utilization; takes corrective action as required.
- Ensuring availability and support of the existing LAN/WAN network infrastructure environment by providing ongoing configuration, maintenance, and monitoring effectively and efficiently.
- Monitor and regularly test backup, DRP and restore systems on a regular basis.
- Performs server security audits and risk assessments and make recommendations to improve and enhance security.
- Maintain Kantech security and door access system.

Ongoing:

- Recommend future upgrades or capital replacements as required.
- Participates in researching, planning, evaluating, recommending new technologies.
- Maintains up to date knowledge of new and converging technologies, makes recommendations for improved server performance, availability, and security.
- Perform project management work that ensures future development of the IT implementations for the County.
- Provide network orientation and tutorials when required.
- Provide training and educational updates for staff and/or Councillors.
- Other related duties as identified.

QUALIFICATIONS

- A minimum of a two-year Technical Diploma in Computer Science or a related discipline.
- A minimum of two years related work experience in a client service and support environment installing and troubleshooting hardware and software is required.
- Experience with Microsoft Desktop & Server Operating Systems, MS Active Directory, Office365, SQL Database Management Systems.
- Experience with Server Hardware (i.e., Dell, HPE), Server virtualization technologies (i.e., VMWare, Hyper-V), Server and Storage technologies (i.e., NAS, MSA/SAN, iSCSI, Fibre Channel).
- Experience with Sophos Firewall and equipment.
- Prior network security, TCP/IP, VPN experience would be considered an asset.
- Familiar with Microsoft Dynamics GP / Diamond Financial software is an asset.
- Knowledge in GIS Systems (i.e., ESRI) is an asset.
- Criminal Records Check.
- Provide 5-year drivers abstract.
- Valid Class 5 Drivers License.

KEY COMPETENCIES

- Strong interpersonal skills and an affinity for working with others within and outside the organization.
- Customer service orientation and helpful attitude.
- Balance numerous on-going projects at a time.
- Results oriented and efficient with excellent problem solving and analytical skills.
- Excellent organization, communication, team, and presentation skills.



FOR MORE INFORMATION, PLEASE CONTACT

SANDY JACOBSON | T: 780.944.1327 | E: sandy.jacobson@richardsonsearch.ca |
www.richardsonsearch.ca