Job Class Profile: LAN Administrator

Pay Level: CG-36   Point Band: 790-813

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	4	3	4	5	5	5	3	3	
Points	233	67	19	19	150	108	103	64	32	795

JOB SUMMARY

The LAN Administrator is responsible for advanced technical work in the administration of local and wide area networks (LAN and WAN).

Key and Periodic Activities
— Creates, tests, implements and maintains disaster recovery plans.
— Performs network administration of servers, data management and migration, backup and restoration, security management, user account management, email systems, satellite dishes, modems, web servers, internet access, routers, switches, office systems, and application support in a LAN/WAN environment.
— Monitors the performance of servers and network equipment. Maintains logs and statistics to monitor service reliability and functions.
— Determines when upgrades or improvements are required. Plans and conducts updates, expansions, and enhancements to the infrastructure while ensuring minimal disruption of service.
— Manages all file servers, user accounts, and access privileges. Monitors gateway and user connections and manages firewall protection.
— Provides technical advice and guidance to managers and computer support staff on issues related to information technology.
— Researches and implements new technologies. Provides information for the acquisition of computer hardware, software, supplies and peripherals.
— Designs and implements network technologies such as switches, gateways, and bridges.
— Provides user support for installed technologies and deploys resources for problem determination and resolution.
— Manages and provides hardware trouble shooting services. Consults with users and vendors to resolve problems.
— Provides on the job training and orientation to new information technology staff.
— Attends professional development opportunities and training seminars.
— Supervises and trains work term students.
— Performs administrative functions such as maintaining time sheets, travel claims, scheduling

Key and Periodic Activities
road trips.
— Attends meetings.
— Administers software licenses ensuring they are renewed or cancelled.

SKILL

Knowledge
General and Specific Knowledge: — Broad knowledge of computer and network security systems, applications, procedures and techniques; network hardware/software/communications; operating systems; numerous software packages; and related policies, procedures, trends and developments. **Formal Education and/or Certification(s):** — Minimum: 2 year post-secondary Diploma in Information Technology or a computer related field. **Years of Experience:** — Minimum: 4 to 5 years of experience. **Competencies:** — Ability to maintain and troubleshoot computer systems and networks. — Ability to provide technology support and technical requirements for quotes and tenders. — Strong analytical, interpersonal and communication skills and an understanding of the needs of businesses and other organizational structures.

Interpersonal Skills
— A range of interpersonal skills are used to perform activities such as listening to information and asking questions, providing routine and complex information to others, gaining the cooperation of others to complete work, providing expert advice to others, and occasionally dealing with angry or upset people. — Communication occurs by listening attentively to staff/users to understand issues and problems in order to effectively resolve them or listening to direction from management; asking questions to clarify issues/problems with users, or with vendors to ensure problems are resolved; providing routine and complex direction to computer support staff or information to management; promoting new technologies to management and staff; participating in the tender/proposal process and compiling related documentation; and effectively dealing with frustrated people with various levels of understanding of a highly computerized work environment. — The three most significant contacts are with employees or team members in the immediate work area to address work issues; clients, customers, users; and managers and supervisors.

EFFORT

Physical Effort

— Work demands occasionally result in fatigue, requiring periods of rest.

— Occasionally required to move/lift objects 10 - 50 lbs. (i.e. computer boxes, computer furniture, tools, and other equipment such as servers, printers, and battery backups which can be quite heavy).

— Other physical efforts include constant fine finger/precision work and sitting (i.e. using the computer and telephone), and regular walking, standing, driving, bending/stretching to reach devices and cables.

Concentration

— **Visual** concentration is regularly required when viewing computer monitors and laptop screens, looking a light sequence and patterns such as switches for trouble shooting, setting up and configuring computer network hardware/software, and analyzing data.

— Other sensory demands such as **touch** is used to determine if devices are seated properly or overheating, and **smell** is used to identify faulty equipment.

— **Repetition requiring alertness** is required to monitor event logs, conduct updates and install software, and review large system logs to detect the source of a problem.

— **Higher than normal levels of attentiveness and carefulness to ensure health and safety** is required when working around heights or high voltage equipment, and maintaining networks which support medical/health records and systems.

— There is a **lack of control over the work pace** when managing multiple projects, activities and tasks simultaneously, multitasking to ensure all work orders/tickets are assigned and constantly prioritizing them, and when dealing with urgent issues such as server failures.

— There are constant **time pressures and deadlines** such as project deadlines, installation project deadlines, and critical system failures.

— **Eye hand coordination** is required when operating a keyboard and mouse, and when using tools such as screwdrivers, cutters, and testing equipment.

— **Exact results and precision** are required to ensure control over the proper server and to make the correct selections. Failure to do so can cause serious network and data issues. The installation of computer components requires precision in locating the component inline with pin connections and seating the component without causing damage to pins or the component.

Complexity

— Tasks are generally different but related and range from repetitive and well defined to those for which a limited number of guidelines or procedures exist.

— Problems and challenges may be resolved by following procedures and guidelines, but may also require that they be defined and practical solutions found.

— A typical challenge is a failure of servers or network operations. This can range from failed services and equipment to loss of communications services from a provider. Issues and solutions are usually complex and unique to the situation. Detailed technical troubleshooting is required to determine and correct the issue.

— Problems tend to be resolved by referencing manuals, guidelines, policies, procedures, regulations, documentation and reference files, online IT forums, personal experience and assistance from colleagues.

RESPONSIBILITY

Accountability and Decision-Making

— Work tasks and activities are somewhat prescribed and controlled.
— Decisions not requiring formal approval are typically made with regards to equipment that is required, problem resolution, internal processes and documentation, day to day decisions requiring immediate response, and delegating tasks to other team members.
— Approval is required for purchasing, modifications to policies, extended system downtime, and changes to the production environment.
— Discretion and judgement must be exercised when interpreting policies and procedures for data backups, deciding best processes and methods to solve daily technical problems, and when reacting to critical issues of an urgent nature such as system failures.

Impact

— Impacts generally affect the immediate work area, within the department, outside the department, outside the organization and on patients/clients/general public.
— Work activities impact equipment, processes and systems, health and safety, information, finances, material resources, and corporate image.
— The consequences of an error (i.e. server is accidentally rebooted) could result in loss of data or interruption of services. Such an error would be detected by users immediately and may affect internal users or may be global to the organization and its clients. Data migration must be done carefully to ensure data is neither lost nor accessed by unauthorized individuals. When systems are down there is a financial cost to organizations. If incorrect security permissions are given to data, the consequences could result in a breach in security and data integrity. Consequences and/or errors are normally identified and resolved within hours.
— Policies and guidelines are generally in place to mitigate the impact of any errors.

Development and Leadership of Others

— Not directly responsible for the ongoing supervision of employees.
— Provides on-the-job advice/guidance, on-the-job training and support, mentoring, feedback and orientation to new employees and students. May delegate tasks to junior computer support staff. Assesses work of contractors such as network cabling or other technology related issues.
— Assume a lead or project role on a variety of levels of projects such as the implementation of new technologies, change in server operating systems, upgrades, etc.

WORKING CONDITIONS

Environmental Working Conditions

— Depending on work location there may be a requirement to wear a hard hat in data centres, and protective equipment such as steel toe boots when working with or installing equipment.
— There is a moderate likelihood of minor cuts, bruises, abrasions or minor illnesses and a limited likelihood of fractures or other injuries, occupational illness resulting in partial disability or total disability if health and safety precautions are followed.
— Constant exposure to glare from the computer. Occasional exposure to dirt/dust, lack of privacy, awkward or confining workspaces, travel, limited lighting, dangerous heights, electric

shocks from equipment, distracting noise, limited ventilation, and infectious disease/body fluids (in health care settings only).