

## Job Description – IT Team Lead

<b>Working Title:</b>	<b>IT Team Lead</b>
<b>Department:</b>	<b>Information Technology</b>
<b>Manager/Supervisor:</b>	<b>Information Technology Director</b>

### Position Summary

Sooke School District is the fastest growing School District in British Columbia. Reporting to the Director IT, the role of Senior Server Administrator is responsible for performing skilled tasks under minimum supervision in providing infrastructure support and enhancements to the district's information technology systems. This role may be assigned to one or more projects, sometimes in a lead capacity, and/or operational work managing smaller changes in the technology environment. As a Senior role, this position lends ongoing coaching and mentoring support to team members.

## Duties & Responsibilities

### Team Leadership

- Act as a point of Level II & Level III escalation for end-user and IT project tickets (e.g. wireless access point, server and desktop) issues escalated by team members
- Assist and coach technicians with ticket escalations
- Prioritize and assign technical tickets as required to other team members.
- Support the IT Director in the evolution of the department and implementation of the IT and Data Management Strategy.
- Investigate problems and options for resolution with team members as it relates to change requests.
- Attend, participate and contribute in meetings with IT Director, P/VP, Executives and vendors in support of IT and Data initiatives

### Technical Leadership

- Conduct evaluation of hardware and software configuration of servers and network switches across all school sites to support educational needs
- Manage the installation, configuration, maintenance, and problem resolution of the hardware, operating system, network component, and software on Microsoft and Apple server platforms
- Oversee the packaging software distribution and automate installation of all software and operating systems.
- Proactively monitor critical software and hardware components.

- Oversee the maintenance and effective patching cycles of systems and OS software
- Identify problems and repair, replace, and/or reconfigure as required
- Analyse system performance and forecast user demand. Identify potential capacity issues and upgrade requirements and recommend upgrades/enhancements
- Install, configure, and implement hardware/software components for data protection backup
- Monitor daily backup and resolve any issues. This also includes Disaster Recovery scenario planning
- Work with end users to restore data that has been lost or compromised through phishing and/or malicious code
- Research and evaluate new technologies and provide recommendations for process improvements, new software, new or improved services, additional automation or innovation
- Participate in the design and configuration and installation of core network equipment such as routers, switches and wireless systems.
  
- Support the day-to-day operations of Microsoft Exchange and Messaging environment, to include full life sustainment of the systems, log analysis, review and troubleshooting, and troubleshoot problems as they arise
- Research and Implement security measures to protect the district network and users including:
  - Installing and configuring firewalls, intrusion prevention, encryption, and PKI system.
  - Provisioning of remote access to the district network resources in a secure manner
- Monitor and maintain Data Centre systems and physical configurations including HVAC and network connectivity
- Automate generating reports pulled from Student Information Systems and District core applications
  - Ability to write scripts and automate integration and scheduling jobs
  - Ability to write system code in Perl, Shell scripts, Python, etc.
  - Integrate district applications such as Freshgrade, Appazur, myEd, etc.
- Basic knowledge of ITIL framework (inventory, problem, change, incident management)
- Work both independently and as a team member with a strong focus on results
- Work under pressure and tight deadlines and order competing priorities
- Provide technical leadership for other team members
- Accuracy; diplomacy and tact in day to day interactions
- Proven ability to prioritize work, problem-solve
- Ability to work with frequent interruptions and ability to work in and adapt to a changing environment
- Other duties as assigned.

### **Education/Experience:**

- Bachelor's Degree in Computer Science, Business, MIS or related field
- IT Certificates (Such as Microsoft and Apple Certified IT Professional) or equivalent experience/education
- ITIL Certification and Project Management certification a plus
- 7 years' technical experience in Enterprise IT environment
- Valid B.C. Class 5 Driver's license
- Track record of Technical Mentoring experience
- Business acumen in managing business relationships with internal and external stakeholders
- Exceptional communication skills (verbal and written),

- Analytical and problem solving skills
- Strong planning and organizational skills
- Technical experience with the following:
  - Microsoft Windows server 2012/2016, MS-Office, MS Exchange
  - Cloud Computing, Agile Project Methodology
  - Microsoft technology: DHCP, DNS, Active Directory, IIS, PKI, GPO
  - Multi-layer switching: VLAN, Routing, ACL
  - PALO ALTO Firewall and security infrastructure
  - Microsoft SCCM
  - JAMF
  - NAGIOS
  - Virtualization using VMWare ESXi and Microsoft Hyper-V
  - Relational Database systems - SQL Server, Open SQL, SQL database security
  - Shell Script, Windows PowerShell, Perl, Python, Visual Basic, .Net Framework
  - Analytical tools – Excel, Power BI, Tableau, Crystal Reports

## COMPETENCIES:

**Teamwork and cooperation** is the ability to work co-operatively with diverse teams, work groups and across the organization that includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

**Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.

**Organizational Awareness** is the acumen to appreciate and the ability to use the power relationships in either one's own, or other, organization(s). This includes the ability to identify the real decision-makers and the individuals who can influence them; and to predict how new events or situations will affect individuals and groups within the organization.

**Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate

**Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

**Problem Solving/Sound Judgment** is the ability to analyze problems systematically, organize information, and identify key factors and options leading to successful outcomes.