



City of Terrace

Information Systems Administrator/IT Technician

The City of Terrace has an exciting opportunity for a qualified candidate to fill the position of a Information Systems Administrator/IT Technician. The Information System Administrator/IT Technician will oversee the efficient operation and maintenance of the organization's information systems. They will collaborate closely with the IT Manager to ensure seamless functionality, troubleshoot issues, and implement improvements. Additionally, they will supervise the IT Technician, providing guidance and support as needed.

The successful candidate will be responsible for:

1. **System Maintenance:** Maintain and administer the organization's information systems, including servers, networks, databases, and other critical infrastructure.
2. **Performance Monitoring:** Monitor system performance and capacity, proactively identifying bottlenecks and areas for optimization to maintain optimal performance levels.
3. **Monitor and manage tickets** through the organization's IT service management system, ensuring timely responses and updates.
4. **Security Management:** Implement and enforce security measures to safeguard the organization's data and systems against unauthorized access, breaches, and cyber threats.
5. **Troubleshooting:** Respond promptly to system issues and provide timely resolutions to minimize downtime and ensure uninterrupted operations.
6. **Software Installation and Updates:** Manage the installation, configuration, and updates of software applications, ensuring compatibility and optimal performance.
7. **User Support:** Provide technical support to end-users, addressing their queries, resolving issues, and offering training as needed to enhance system utilization
8. **Backup and Recovery:** Develop and maintain backup and recovery procedures to safeguard data integrity and facilitate disaster recovery efforts.
9. **Compliance:** Ensure compliance with relevant regulations, standards, and policies governing information systems and data security
10. **Documentation:** Create and maintain comprehensive documentation of system configurations, procedures, and troubleshooting steps for reference and training purposes

11. Project Support: Assist in the planning, implementation, and management of IT projects, providing technical expertise and support as required
12. Vendor Management: Liaise with external vendors and service providers to procure necessary hardware, software, and support services, ensuring cost-effectiveness and quality
13. Continuous Improvement: Stay abreast of emerging technologies and best practices in information systems administration, recommending and implementing enhancements to improve efficiency, reliability, and security.
14. Assist in the installation, configuration, and maintenance of workstations, printers, network devices, and application software.
15. Attend bi-weekly Council meetings to provide IT support and work occasional evenings and weekends, as required.
16. Provide support for Council meeting technology, including Council laptops and broadcasting systems.
17. To attend Standing Committee meetings, as required, as technical advisor, on computer matters.
18. To work with internal GIS technicians, as required.
19. This job description outlines the primary duties and qualifications expected of an Information System Administrator. Additional responsibilities may be assigned as needed by the IT Manager to support the organization's IT infrastructure and objectives.

The successful candidate will have:

1. Minimum five (5) years of related experience
2. Diploma in Computer Systems Technology from a recognized educational institution or an equivalent combination of education, training, and experience
3. Proven experience in system administration, preferably in a corporate environment.
4. Proficiency in administering Windows and Linux-based systems.
5. Strong knowledge of network protocols, security principles, and best practices.

6. Experience with virtualization technologies such as VMware, Nutanix or Hyper-V.
7. Familiarity with database management systems (e.g., MySQL, SQL Server).
8. Excellent troubleshooting skills and the ability to diagnose and resolve technical issues.
9. Strong communication and interpersonal skills, with the ability to interact effectively with users at all levels of the organization.
10. Relevant certifications (e.g., Microsoft Certified Systems Administrator (MCSA), CompTIA Network+) are a plus.
11. R.C.M.P. Enhanced Reliability Clearance, is an asset.
12. Good interpersonal and communication skills
13. Valid BC Driver's Licence
14. The ability to work well under pressure

This is a permanent exempt, full-time position (35 hrs/week) with a yearly salary ranging from \$71,027 to \$92,882, based on experience and qualifications.

The City of Terrace offers a competitive compensation package, learning opportunities, and work hours that enable an enhanced work-life balance.

Qualified parties are requested to submit a detailed resume and cover letter to Terri Williamson, Human Resources Manager at hr@terrace.ca referencing posting #33-2025 no later than **4:30 p.m., Friday, May 16, 2025.**

We want to thank all applicants, however only those chosen for an interview will be contacted.