

	Title: Application Systems/Network Specialist	<i>Date:</i> September 2022
	<i>Department:</i> Corporate Services, Information Technology	
	<i>Classification:</i> Inside	<i>Pay Grade:</i> 28
	<i>Date Signed Off by the Union:</i>	

Nature and Scope of Work

This is skilled technical work maintaining and enhancing the performance of the City’s application configuration and network system maintenance and operations. An incumbent is responsible for software configuration, maintenance of security standards, server reliability, coordinating with vendors for software and hardware maintenance and upgrades to business applications, administrative and technical support for key computer applications, production deployments, and support of business processes. The incumbent works closely with vendors, internal City departments, and technical staff on issues involving operating system patch management, business continuity requirements, service level agreements, package deployments, network connectivity, system security and other activities necessary to maintain and enhance business applications. An incumbent of this class exercises considerable independence of judgement and action within established guidelines and policies but the more critical and complex problems are discussed with or referred to a superior. The work is evaluated in terms of effective services rendered and achievement of desired objectives.

Illustrative Examples of Work

Performs system testing and integration testing to resolve systems issues and anomalies; investigates and resolves data integrity concerns; and conducts regular server software maintenance and patching.

Configures, tests, and installs new releases or enhancements to application systems; performs ongoing technical audits for IT systems; and tracks and reports anomalies to a superior.

Collaborates with IT staff, business staff and contractors to maintain and troubleshoot interactions and integration points between various software applications, operating systems and other technologies.

Designs and develops automated scripts for interfaces and notifications; analyzes system configurations to assess functionality; recommends procedural and technical changes to improve cyber security; and maintains application security and user administration.

Researches new products, hardware and process changes; evaluates, tests, and documents recommendations to improve system functioning; and keeps up to date with developments in operating systems, cloud technology and other computer software and hardware.

Conducts application configuration and verifies systems configuration; monitors application server system alerts and logs; and monitors and tracks status of operationally critical systems.

Prepares and maintains detailed system documentation and technical training materials; provides support and training to IT staff and business clients; and acts as the technical liaison with vendors and business partners.

Provides coverage for other IT team members, as required.

Participates on organization wide project teams providing IT related advice and support.

Performs related work as required.

Required Knowledge, Abilities and Skills

Thorough working knowledge of office productivity tools such as Windows, MS Office, Office 365 Application Suite, Virtual meeting software.

Considerable knowledge of the principles, capabilities, methods and practices used in the installation and operation of computer and network hardware, software and operating systems.

Considerable knowledge of the practices and procedures used in the identification and resolution of hardware and software including operating systems and communication problems related to the work performed.

Considerable knowledge of departmental functions, procedures, policies, regulations and requirements as related to the work performed.

Considerable knowledge of the application of computer programming.

Sound knowledge of network security practices and techniques including antivirus, IPS, and firewalls configuration and maintenance.

Sound knowledge of technical and business skills.

Working knowledge of SQL queries and databases.

Ability to design, test, install and monitor web sites and web pages.

Ability to work both independently and as a member of a team.

Ability to provide oral, written and presentation skills with ability to communicate to all levels of the organization.

Ability to work under pressure, manage projects, balance multiple priorities and respond to requests in a timely manner.

Ability to establish and maintain effective working relationships both internally and externally with technical and non-technical staff.

Ability to handle business critical and sensitive information.

Skill in analytics and problem solving.

Desirable Training and Experience

Two-year diploma from an Institute of Technology in computer systems technologies, plus considerable related experience; or an equivalent combination of education and experience.

Required Licences, Certificates and Registrations

Driver's Licence for the Province of British Columbia.