



CITY OF  
PRINCE GEORGE

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# JOB DESCRIPTION

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**JOB TITLE: TECHNICAL SUPPORT SPECIALIST – Data Centre**      **SCHEDULE: B**  
**DIVISION: INFORMATION & SYSTEMS TECHNOLOGY SERVICES**      **PAYGRADE: 19**  
**DEPARTMENT: ADMINISTRATIVE SERVICES**

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## **JOB SUMMARY:**

The incumbent is a member of the City's Information & Systems Technology (IT) Services team, and is part of the Site Administration team responsible for the City's data centres. The incumbent is responsible for monitoring and maintaining the City's entire data centre environment; resolving IT data centre issues for Business and Systems Owners in a timely and efficient manner, and providing training when required.

Primary responsibilities include: installing, removing and repairing physical servers; troubleshooting and resolving physical server and peripheral hardware malfunctions; identifying and correcting Windows Server operating system issues; installing and updating Virtual Server Systems and clients; identifying and correcting Virtual Server Systems issues; installing and maintaining anti-virus applications on server and desktop operating systems; patch management of server and desktop operating systems; image management of virtual and physical desktops; maintaining all data centre storage area networks (SAN); accurate tracking of hardware and software licensing within the Asset Management system, and supporting other IT staff with their City applications.

The incumbent provides excellent customer service and outstanding leadership to our customers, assisting them with their Information Technology usage. The incumbent is expected to prepare and maintain system and program documentation, and perform related duties as required. The incumbent assists in maintaining security and integrity of the City data centres, including the server infrastructure and its related applications.

Strong problem solving skills are required to manage and support the City's complex data centres and server infrastructure. Independent judgment, careful analysis, timely communications and detailed planning and implementation is required, as errors in the work could have a serious impact on almost all City services. There is a high level of independence required at this level as there are few internal staff to refer problems and tasks to. As all City applications are reliant on the stability and performance of the City's data centres, the incumbent must be able to deal with stressful situations, tight deadlines and a considerable workload. The incumbent is expected to maintain their certifications and technical skills via education and training, in order to provide the highly technical aspects within their field of expertise.

This position is exposed to dust, grime, and occasional background noises. The incumbent is subject to working alone and in confined workspaces on a regular basis. This position requires the incumbent to stoop, kneel, crouch and lift weights up to 22 Kg.

## **MAJOR RESPONSIBILITIES:**

### **Under general supervision of the IT Services Site Administrator:**

#### **Provides technical expertise to internal and external clients by:**

- responding to client requests for assistance in a timely and professional manner;
- taking the responsibility for the investigating, resolving and reporting of malfunctions in the data centres, its systems and subsystems;
- resolving systems issues as required in order to achieve the maximum benefit for our customers;
- applying operating system updates, patches and other enhancements provided by the vendor, in order to achieve the maximum benefit for the customers;
- providing advice, assistance and training to Systems Owners on matters of a technical nature;
- ensuring that data centre systems are available for clients, so that they have a productive work environment;
- providing assistance, training, coaching and mentoring to fellow technical staff;
- translates complex technical requirements into actionable plans and tasks; and
- Working either independently or as part of a team with other members of the IT Services division or customer's team.

#### **Monitors and maintains data centre systems and subsystems by:**

- documenting all changes to data centres and systems to allow for easy post analysis;
- installing, updating and patching Windows server operating systems;
- identifying and correcting Windows server issues;
- installing, updating and patching Virtual Server systems;
- identifying and correcting Virtual Server issues;
- installing, updating and patching storage area network (SAN) systems; and
- identifying and correcting storage area network (SAN) cluster issues.

#### **Provides operational duties for data centres by:**

- maintaining accurate asset records, including both hardware devices and software licensing;
- managing and maintaining operating system patch and image management;
- managing and maintaining backup software;
- Performing and monitoring system and data backups / performing system and data restores as required;
- Managing and maintaining anti-virus software;
- ensuring proactive anti-virus scanning on all data centre and customer systems; updating, and distributing anti-virus updates in a timely manner; reviewing and verifying systems anti-virus deployment, investigating and resolving issues with anti-virus software;
- investigating and resolving system software problems which affect the operational performance of the computing network;
- working with the vendor's to resolve hardware, software and systems issues; and
- Monitoring the performance of the data centre systems and sub-systems, as required and where practical, and recommending desirable changes or solutions.

## **QUALIFICATIONS:**

**Education:** Completion of a diploma or degree in Computer Science or Information Technologies from an accredited post-secondary institution. Advanced Professional Certifications in VW Ware (VCP) and Windows Operating Systems (MCSA) considered an asset.

**Experience:** A minimum of five years of related experience in a complex systems environment, including minimum of two years in a senior technical position supporting Windows Server operating systems and Virtual systems software. Recent and demonstrated work experience managing Microsoft's Windows Server Operating systems, VM Ware VSphere, VM Ware Horizon View and Citrix XenApp.

**Knowledge and Skills:** Considerable knowledge of the characteristics and capabilities of enterprise class computing infrastructures and associated software including SAN systems and NAS systems. In-depth knowledge of data centre design and operation, including Windows Server operating systems, virtual systems and other sub-systems. A solid understanding of VMWare server virtualization and desktop virtualization. Knowledge of Citrix XenApp infrastructure. Knowledge of ESXi server installation and configuration. Excellent interpersonal skills to build and maintain cooperative working relationships with other employees and clients. Demonstrated commitment to customer service and the ability to respond to customer requests in a professional and efficient manner. Demonstrated initiative and the ability to work effectively with minimal supervision. Ability to communicate effectively both orally and in writing. Strong analytical skills. Strong time management, organizational and prioritizing skills. Demonstrated judgment and problem solving abilities. Demonstrated attention to detail. Ability to work within, and contribute to, a proactive team environment. Ability to deal courteously, tactfully and diplomatically with members of the general public as well as internal and external customers. Ability to train others and maintain accurate and up to date documentation. Ability to effectively develop and implement job-related procedures. The ability to remain current in a constantly changing technical environment. Knowledge of WorkSafe BC regulations such as those related to Bullying and Harassment

Valid BC Drivers license: Yes. Valid BC driver's license, full privilege class 5.

Vehicle Usage: Yes. City-owned vehicles.

Criminal Record Check: No.

Prepared by: Bill McCloskey, Troy Naef, Rae-Ann Emery

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Revised by: Bill McCloskey / Troy Naef