



UNION JOB DESCRIPTION

JD2844

JOB TITLE:	Web Administrator ' Collaboration and Web Services	JOB DESCRIPTION NO.:	40510
CLASSIFICATION:	Programmer/Systems Analyst III	GRID/PAY LEVEL:	F MB34
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10512
UNION:	HEU	JOB/CLASS CODE:	40510
PROGRAM/DEPARTMENT:	Information Management/Information Technology	BENCHMARKS (If Applicable):	10512
REPORTING TO:	Manager, Technical Services		
FACILITY/SITE:	VIHA SI: (RJH)		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority, patient safety is a priority and a responsibility shared by everyone at VIHA; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager Technical Services, and receiving day-to-day direction from the Senior Technical Analyst for Collaboration and Web Services (CWS) and the Senior Web Administrator, the Web Administrator for CWS works as a resource primarily supporting the delivery of both Web Services and Collaboration tools and technologies for the Vancouver Island Health Authority (VIHA).

The Web Administrator provides the skills required for the management and day-to-day operational and technical delivery and support of VIHA's Microsoft MOSS, MCMS, IIS, and Web Services environments. Their role is to provide analysis, development, implementation, and maintenance of CWS systems as well as any related layered products, utilities and hardware. This effort includes ongoing response to Service Desk incidents and problems as well as strict adherence to VIHA's ITIL-based Change Management policies and processes. They may also provide technical expertise and work direction to others within the CWS and IMIT Tech Services teams.

This role will be expected to have the skills necessary to manage and maintain the operational environment of our CWS infrastructure and will also be a key resource on behalf new initiatives such as upgrades to MCMS/IIS/MOSS as well as challenging new projects and technologies.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Functions, with minimal supervision, as a technical resource to the CWS team by providing day-to-day administration and support of large and complex MOSS, MCMC, IIS, and Web Services environments.
2. Plans, implements, and supports the installation, configuration, and ongoing operations of the CWS infrastructure and technologies.
3. Conducts problem identification and issue resolution of the supported technologies following industry best practices and leveraging VIHA's IM/IT incident and change management procedures and processes.
4. Develops, prepares, and maintains technical documentation specific to VIHA's implementation of any CWS technologies.
5. Monitors and reports on the performance and service delivery of the CWS infrastructure by implementing appropriate monitoring and reporting tools and processes.

6. Provides input to other IM/IT and VIHA departments, such as Application Support, Network Services, and VIHA Communications departments, as well as IM/IT Management, as it relates to CWS technologies. This includes input on best practices, security, risk management, contingency planning, and the selection of external vendor/contractor proposals and recommends changes to submissions, selection of business partners, and/or products and services.
7. Provide support, guidance, and training to end users as it relates to the deployment and usage of web services within VIHA.
8. Develops, implements, and monitors VIHA's and IMIT's compliance to standards, strategies, and business plans to ensure availability and security as it relates to CWS services.
9. Participates on project teams and leads projects to implement or upgrade new technologies within the CWS environment, as required.
10. Maintains a comprehensive awareness of Project Delivery Office project efforts as they relate to CWS technologies and services, and maintains an understanding of their relationship and alignment to the strategies of the organization to enable IM/IT to continue to deliver new services to all of VIHA.
11. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Graduation from a recognized degree or diploma program in Computer Science, with three (3) years recent related experience (such as administering CWS technologies including Microsoft Sharepoint, IIS, MCMS, and Apache web services) or an equivalent combination of education, training, and experience.

Skills And Abilities

- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of the position.
- Ability to write programs in a variety of programming languages.
- Ability to organize work.
- Ability to operate related equipment.