OMBUDSPERSON
BRITISH COLUMBIA

Job Profile:

Senior Systems Technical Analyst

Classification: Information Systems 27		Position: 00060176	
Reports to:	Chief Information Officer	**Location:** Victoria	
Organization:	Office of the Ombudsperson BC	**Section: Corporate Shared Services**	

Note: This position is eligible for a temporary market adjustment

Job Overview:

The Senior Systems Technical Analyst reports to the Chief Information Officer and is a member of the Corporate Shared Services (CSS) information management and information technology (IM/IT) team that supports four independent offices of the Legislature (Office of the Merit Commissioner, Office of the Police Complaint Commissioner, Office of the Information and Privacy Commissioner, Office of the Ombudsperson). The position plays a key role in the design, implementation, and maintenance of the organization's server and network infrastructure. The incumbent is responsible for ensuring the proper operation and monitoring of all corporate networks, including security infrastructure such as firewalls and intrusion detection systems.

This position requires the ability to work independently, exercising sound judgment in the technical, operational, and problem-solving aspects of the work. The incumbent is also responsible for advising the CIO on industry best practices, mentoring IT staff, and staying informed of emerging trends to recommend improvements and keep the infrastructure current.

Accountabilities:

- Manages comprehensive infrastructure projects including planning and implementing enhancement projects, hardware/software acquisitions, managing project resources and implementation over the full project life cycle, providing functional direction to teams of systems professionals and recommending alternate solutions to address unforeseen issues needed for project completion.

- Manages server infrastructure, including:
    - Design, deploy, monitor and maintain both physical and virtual Windows and Linux servers.
    - Implement, monitor and maintain server hardware including storage and networking appliances.
    - Improve, monitor and maintain server performance and uptime.
    - Design, deploy and monitor server patching levels through centralized systems.
    - Design, deploy, monitor and maintain server backups.
    - Design, deploy, monitor and maintain business continuity (disaster recovery) infrastructure.
    - Design, deploy, monitor and maintain infrastructure monitoring systems.

- Provides Microsoft 365 Administration, including:
    - Administer and support M365 services, including Exchange Online, SharePoint Online, OneDrive, and Microsoft Teams.
    - Manage M365 user accounts, licenses, security groups, and permissions through Azure Active Directory (Entra ID).
    - Implement and maintain M365 security and compliance policies, including data loss prevention (DLP), conditional access, and multi-factor authentication (MFA).
- Manages network infrastructure, including:
    - Develop the overall network architecture design and ensures infrastructure is current, assesses near and long-term network capacity needs, and performs capacity planning and disaster recovery.
    - Responsible for the overall networking and systems performance, monitoring, maintenance, support, and optimization; performs advanced network duties and functions.
    - Works with the Security Analyst for security planning, configuration, administration, and documentation of LAN, WAN, Firewalls and remote access infrastructure.
- Trains and mentors Client Support Analyst & Service Desk Analysts on the troubleshooting and end user support relating to servers, network and Microsoft 365.
- Researches and develops proposals including recommending technical alternatives, translating business user requirements into technical specifications, costing implications for new or enhanced technologies.
- Communicates with services providers, vendors, and contractors in the resolution of complex issues.
- Follows proper change management processes and post-implementation review of modifications and enhancements. Manages escalated issues by diagnosing, documenting, prioritizing, resolving, advising or following up with clients, staff or vendors as required.
- Provides a cross-section of technical expertise, consultation and support by configuring, programming, installing, developing and/or maintaining workstations, servers, telecommunications and other systems.
- Monitors compliance with established policies, procedures, standards, quality assurance and risk management measures and takes corrective action as required.
- Tests, or oversees the testing, of all new or revised products to ensure compatibility with existing applications and infrastructure; researches options and/or develops and implements solutions.
- Plans, leads or participates on joint technical meetings with vendors, contractors and management staff.
- Collaborates with management and implements disaster recovery and contingency plans.

Qualifications:

Education and Experience:

- Degree in Computer Science, or a related discipline.
- Three (3) years of experience providing business analysis related to integrated custom applications with complex business processes, preferably in a Microsoft environment.
- Three (3) years of experience in network or data centre management.
- Three (3) years of experience writing and developing business cases, technical architecture/designs or service designs.
- Three (3) years of experience working in a hybrid cloud environment including Azure AD, Exchange online, Teams, Intune, virtual desktops, and Microsoft server OS.
- Experience coordinating resolution of technical and business problems while managing multiple tasks and priorities.
- Experience supervising staff including assignment or work and performance planning and development.
- An equivalent combination of education and experience may be considered.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).

Preference may be given to candidates with the following:

- Applicants with five (5) or more years of the required experience listed above.
- Applicants who self-identify as First Nations, Métis, Inuit and/or Indigenous, Black or racialized, women, 2SLGBTQ+, people with diverse gender identities or expressions, and/or people with disabilities.

Knowledge, Skills and Abilities:

- Knowledge of computer science theory.
- Knowledge of change management processes and project management methodologies.
- Knowledge of installation, configuration, maintenance and problem resolutions of hardware/software, operating systems and network components.
- Knowledge of security and risk management systems.
- Ability to provide leadership to highly trained and qualified staff and consultants.
- Ability to function with a high degree of independence.
- Understanding of the role of the independent offices of the Legislature in relation to core government ministries and the corporate information technology office.
- Ability to demonstrate commitment to diversity, equity, inclusion, reconciliation, and accessibility and contribute to fostering inclusion in the Office.

Indigenous Relations Behavioural Competencies:

The Indigenous relations behavioural competencies help the BC Public Service improve our individual and collective abilities to work effectively with the Indigenous peoples of B.C. The successful applicant will demonstrate experience and/or thinking, attitude, approach and behaviours illustrating potential with respect to the following Indigenous relations behavioural competencies:

- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview, and the culture of the BC Public Service, and to notice their commonalities, and distinctions with Indigenous cultures, and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

- **Sustained Learning and Development** means continually increasing your ability to build and maintain respectful and effective relationships with Indigenous peoples. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect – and therefore require our continual learning and development, including direct exposure to cultural and community ways. It includes an eagerness to continually reflect upon and assess your own level of cultural agility and competence, self-awareness and expertise. It means being willing to learn in new and different ways and appreciating how diverse ways of thinking and acting can ensure the success of the BC Public Service in supporting Indigenous self-determination.

- **Self-Discovery and Awareness** means understanding one's thoughts, feelings, values, and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour—and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.

[Learn more about the Indigenous relations behavioural competencies](#).

Behavioural Competencies:

Behavioural competencies describe the essential skills and attributes expected of all BC Public Service employees. The successful applicant will demonstrate experience, knowledge and/or ability with respect to the following behavioural competencies:

- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation and determine cause-and-effect relationships ("if...then…") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business

issues, processes and outcomes as they impact the client's and the organization's business needs.

- **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.
- **Developing Others** involves a genuine intent to foster the long-term learning or development of others through coaching, managing performance and mentoring. Its focus is on developmental intent and effect rather than on a formal role of training. For this competency to be considered, the individual's actions should be driven by a genuine desire to develop others, rather than by a need to transfer adequate skills to complete tasks.

[Learn more about behavioural competencies for all staff in the BC Public Service](#).

BC Ombudsperson - BC's Independent Voice for Fairness

http://www.bcombudsperson.ca/

Office of the Merit Commissioner - http://www.meritcomm.bc.ca/

Office of the Police Complaint Commissioner - https://www.opcc.bc.ca/

Office of Information and Privacy Commissioner - http://www.oipc.bc.ca/