POSITION TITLE:

NETWORK ADMINISTRATOR

Reports to: Supervisor of Technology

Function/Purpose:
To provide technical ownership, planning, administration, security, and lifecycle management for the Division's network, telephony, communication, and related security infrastructure.

General Description:
The Network Administrator serves as the technical owner of the Division's network, telephony, communication, and related security infrastructure. This role is responsible for network architecture, infrastructure standards, security controls, firewall management, resiliency planning, and long-term network sustainability. While the position may participate in operational activities when required, its primary purpose is technical ownership, planning, standards development, and architecture rather than routine support or operational execution.

Required Education, Knowledge, Qualification and Experience:

- A wide range of experience and knowledge of technology and its applications.
- A combination of relevant post-secondary education, industry certifications, training, and demonstrated enterprise technology experience.
- Demonstrated experience administering and supporting enterprise network infrastructure, including experience in areas such as switching, wireless networking, firewall technologies, network security, telephony, monitoring, resiliency, or related infrastructure technologies.

Required Skills and Abilities:
Demonstrated capability and performance in the areas of:

- Ability to work independently with minimal supervision, exercise sound professional judgment, take initiative, and be accountable for the quality and completion of assigned work.
- Ability to assess technical, operational, cybersecurity, continuity, and infrastructure risks and recommend appropriate mitigation measures.
- Ability to plan, design, configure, administer, maintain, and support secure, reliable, resilient, and sustainable network, telephony, communication, and related security infrastructure.
- Ability to research, evaluate, test, and recommend technology solutions based on operational requirements, security, compatibility, sustainability, and long-term value.
- Ability to develop, maintain, and apply technical standards, procedures, configuration requirements, diagrams, and documentation.
- Ability to analyze network traffic, infrastructure performance, system logs, security events, and monitoring information to identify operational issues, emerging risks, and security concerns.
- Ability to investigate complex network, telephony, communication, and security-related incidents and coordinate appropriate containment, remediation, recovery, and follow-up activities.

- Ability to organize and prioritize multiple operational demands, incidents, projects, maintenance requirements, and infrastructure initiatives based on urgency, risk, and organizational impact.
- Ability to coordinate technical projects and infrastructure initiatives involving IT staff, schools, departments, vendors, service providers, and security partners.
- Ability to provide clear technical direction, guidance, mentorship, and implementation support to staff performing network-, telephony-, and infrastructure-related work.
- Ability to communicate technical information clearly and effectively, both verbally and in writing, and adapt explanations to the technical understanding of the audience.
- Excellent interpersonal, communication, and collaborative skills, including the ability to work effectively and respectfully with staff, students, administrators, IT staff, vendors, service providers, and other stakeholders.
- Ability to recognize and appropriately escalate matters requi9rin supervisory, policy, financial, organizational, risk-acceptance, privacy, or significant cybersecurity decisions.
- Escalate significant cybersecurity, operational, financial, policy, privacy, or organizational risks to the Supervisor of Technology where decisions involve risk acceptance, exceptions to approved standards, significant service impacts, or matters beyond established technical authority.
- Ability to maintain accurate infrastructure records, inventories, configuration information, diagrams, technical documentation, standards, and change records.
- Ability to exercise discretion and appropriately handle confidential, sensitive, security-related, and operational information.
- Ability to adapt to changing priorities, incidents, outages, emerging threats, operational demands, and evolving technology requirements.
- Ability and willingness to continually develop technical knowledge and skills as network, telephony, communication, cybersecurity, and infrastructure technologies evolve.

Required Personal Characteristics:

- Trustworthy and respectful.
- Approachable and accessible.
- Flexible and collaborative.

Supervision:

The Network Administrator will not generally be required to directly supervise employees. The Network Administrator may provide technical direction, guidance, and support to IT Service Technicians, IT Assistants, and other staff when work relates to network infrastructure, telephony systems, communication systems, cybersecurity controls, network security technologies, approved standards, or technology projects.

General Duties:

- Be willing to engage in lifelong learning with respect to training, in-service and courses of study.
- Conduct oneself in a manner appropriate for an individual employed by an educational system that provides services to children.
- Deal tactfully with staff, students, administration and the public.

- Be knowledgeable and supportive of applicable Board policies.
- Organize, carry out, and assist in technology activities across the Division under the direction of the Supervisor of Technology, with primary responsibility for network, wireless, telephony, communication, and related security infrastructure.
- Plan, design, configure, administer, maintain, and continually improve secure, reliable, resilient, and sustainable network and communication infrastructure.
- Establish and maintain network architecture, infrastructure standards, segmentation strategies, firewall configurations, access controls, virtual private network services, and related network security controls.
- Administer and maintain enterprise switching, wireless, firewall, content-filtering, telephony, paging, and communication services.
- Monitor and analyze network traffic, system health, performance information, security alerts, and infrastructure logs to identify operational issues, security concerns, emerging risks, and opportunities for improvement.
- Lead or participate in the investigation, containment, remediation, recovery, and documentation of network-related incidents, outages, security events, and service disruptions.
- Review network-related vulnerability findings, assess operational and cybersecurity exposure, establish remediation priorities, and implement or coordinate approved corrective actions.
- Define and maintain patching, firmware, preventative maintenance, and lifecycle-management strategies for network, telephony, and communication infrastructure.
- Develop, maintain, test, and document disaster recovery, business continuity, and infrastructure resiliency plans relating to network and communication services.
- Maintain accurate and authoritative network documentation, inventories, diagrams, configuration records, standards, procedures, and change records.
- Research, evaluate, test, and recommend network, telephony, communication, and security technologies based on operational requirements, risk, compatibility, sustainability, and long-term value.
- Coordinate with the System Administrator, IT Service Technicians, schools, departments, vendors, service providers, and security partners to ensure services remain reliable, secure, and effective.
- Provide technical direction, approved standards, escalation support, and implementation guidance to staff performing network- and telephony-related work.
- Validate significant infrastructure changes and completed technical work to ensure alignment with approved architecture, security controls, documentation requirements, and operational standards.
- Participate in meetings, planning activities, projects, in-services, and professional learning as required.
- Provide technical advice, information, and training to staff as required.
- Maintain all required records and documentation.
- Comply with applicable laws, Board policies, administrative procedures, professional expectations, and confidentiality requirements.
- Perform other related duties as assigned.

Ordering Materials:
The Network Administrator may identify and request materials, equipment, services, and components required for approved repairs, alterations, maintenance, or infrastructure work. Purchases must be discussed with and approved by the Supervisor of Technology and processed through established Division purchasing procedures.

Judgement, Independence & Client Contact:

- Confidentiality
    - A Network Administrator is expected to respect the confidential nature of the position by avoiding discussion of any topics that are not formally communicated to the public by the administration of the school or the Division. Information regarding a student, staff member or Board member must not be discussed in public or with any person not authorized to receive that information. Exchange of personal information within the system shall be on a “need to know” basis. Breaching confidentiality is a serious violation of acceptable conduct and is grounds for disciplinary action up to and including termination of employment with the Board.
- Independence
    - The Network Administrator is expected to work independently, take initiative and be responsible for quality of assigned work.
- Working Jointly with Other Staff on Common Assignments or Tasks
    - This position involves working jointly with other staff, teachers and school-based administration on a daily basis.

New appointees will undergo a ten (10) month probationary period.

Mission: Laying the foundation for success.

Vision: One student at a time.

Director Approved: November 10, 2026