Comox Valley REGIONAL DISTRICT

Job Description

Job Title: Network and Systems Administrator		**Pay Grade: 9** Interim Rating
Department: Information Services and GIS		**Reports To:** Manager of IT Infrastructure and Operations
JJE Maintenance Review Date: 2030	**Content Last Updated:** October 2026	**Position(s) supervised:** N/A

JOB SUMMARY

Reporting to the Manager of IT Infrastructure and Operations, the Network and Systems Administrator is responsible for the administration, maintenance, security, and continuous improvement of the Comox Valley Regional District's (CVRD) technology infrastructure. The incumbent is responsible for the implementation, monitoring, maintenance, and support of the organization's server, network, cloud, communications, and cybersecurity environments. This role helps ensure the availability, performance, integrity, and security of critical business systems and infrastructure.

The Network and Systems Administrator researches, evaluates, implements, and documents infrastructure technologies, upgrades, and improvements. The position collaborates with internal staff, vendors, consultants, and project stakeholders to deliver reliable, secure, and scalable technology solutions that support organizational objectives. The incumbent is a key technical resource within the Information Technology department, leading and supporting infrastructure projects, disaster recovery initiatives, cybersecurity programs, and the ongoing evolution of the organization’s technology environment. This position plays an essential role in maintaining the secure, reliable, and resilient technology infrastructure that enables CVRD operations and continuity of essential services. The incumbent may also provide infrastructure support to the North Island 911 Corporation and the Emergency Operations Centre (EOC), as required.

MAJOR DUTIES AND RESPONSIBILITIES

1. Administers, monitors, maintains, secures, installs, configures, upgrades, and troubleshoots the CVRD's physical and virtual server infrastructure, storage systems, cloud services, enterprise applications, and supporting network environments.
2. Designs, implements, maintains, and supports local area networks (LAN), wide area networks (WAN), wireless networks, virtual LANs (VLANs),

firewalls, virtual private network (VPNs), and related network security controls.

3. Administers and supports Microsoft 365 and Microsoft Azure services, including Exchange Online, Teams, SharePoint Online, OneDrive, Intune, Microsoft Entra ID, and related cloud technologies.
4. Monitors, analyzes, and optimizes infrastructure performance, capacity, availability, and reliability; diagnoses and resolves complex technical issues, service interruptions, and infrastructure risks to minimize operational disruption and maintain continuity of critical services.
5. Implements, administers, and maintains controls across server, network, cloud, and endpoint environments, this includes vulnerability remediation, endpoint protection, network security, patch and configuration management, security logging, threat monitoring, access controls, and support for cybersecurity incident response activities.
6. Maintains identity and access management systems, including user provisioning, authentication services, security groups, multi-factor authentication, and access controls in accordance with approved security policies and procedures.
7. Supports the implementation, maintenance, and testing of backup, recovery, business continuity, and disaster recovery solutions;
8. Performs regular restoration testing and maintains associated documentation and procedures.
9. Researches and evaluates hardware, software, cloud, networking, and infrastructure technologies and provides technical recommendations to support operational requirements, security, reliability, and service delivery.
10. Plans and implements infrastructure upgrades, migrations, deployments, and enhancements while minimizing disruption to business operations.
11. Participates in infrastructure-related projects and provides technical expertise in the design, implementation, testing, documentation, and support of technology solutions.
12. Coordinates technical activities with vendors, consultants, contractors, and internal stakeholders in support of infrastructure projects and operational initiatives.
13. Develops and maintains technical documentation, standards, procedures, diagrams, configuration records, and operational support materials.
14. Provides advanced technical support and knowledge sharing to Information Technology staff on infrastructure, networking, cloud, and security technologies.
15. Supports and assists with the North Island 911 Corporation's technology infrastructure as required.
16. Supports and assists with the Emergency Operations Centre’s (EOC) technology infrastructure and communications systems, as required.

17. Participates in after-hours maintenance activities, emergency response, and critical incident resolution as required.
18. Performs other related duties as assigned.

REQUIRED EDUCATION AND EXPERIENCE

- Undergraduate degree in Computer Science, Information Technology, or a related field.
- Over five (5) years of progressive experience administering enterprise server, network, and cloud environments, including experience supporting Microsoft 365, Microsoft Entra ID, Intune, and Azure services.
- An equivalent combination of relevant education, training, industry certifications and directly related experience may be considered.
- Possession of valid BC Class 5 driver's license.

PREFERRED QUALIFICATIONS

- Experience administering enterprise server, virtualization, and cloud environments.
- Experience leading and implementing technical infrastructure projects and coordinating vendors, consultants, and project stakeholders.
- Experience supporting Microsoft 365, Microsoft Entra ID, Intune, and Azure services.
- Experience administering enterprise networking and security infrastructure.
- Experience supporting cybersecurity, backup, recovery, and disaster recovery solutions.
- Experience configuring and supporting Cisco network infrastructure.
- Relevant industry certifications in networking, cloud, infrastructure, or cybersecurity technologies (e.g., Cisco Certified Network Associate [CCNA], Cisco Certified Network Professional [CCNP], Microsoft Certified: Azure Administrator Associate, Veeam Certified Engineer [VMCE]).

KNOWLEDGE, ABILITIES AND SKILLS (required for acceptance into the job or to be demonstrated in first six months of being in the job)

- Thorough knowledge of enterprise networking, routing, switching, wireless technologies, TCP/IP networking, DNS, DHCP, VPNs, and network security principles.
- Thorough knowledge of Windows Server administration, Active Directory, Group Policy, virtualization technologies, storage systems, and cloud computing platforms.
- Strong understanding of Microsoft 365 technologies, Microsoft Entra ID, Exchange Online, Teams, SharePoint Online, Intune, and security services.
- Knowledge of information security frameworks, cybersecurity best practices, vulnerability management, and incident response procedures.

- Knowledge of backup, disaster recovery, and business continuity planning principles.
- Knowledge of the Freedom of Information and Protection of Privacy Act (FOIPPA) and applicable security and privacy requirements.
- Ability to analyze, diagnose, and resolve complex technical problems.
- Ability to plan and implement technical initiatives, coordinate with stakeholders, and manage multiple priorities while meeting established deadlines.
- Ability to research, evaluate, and implement new technologies.
- Ability to work independently and as part of a collaborative team environment.
- Ability to communicate effectively with technical and non-technical audiences.
- Ability to prepare clear technical documentation, procedures, and reports.
- Ability to establish, maintain, and effectively coordinate relationships with employees, vendors, consultants, contractors, service providers, and external agencies.

OTHER

- The incumbent may be required to work scheduled and unscheduled overtime, including responding to urgent operational issues and emergency call-outs outside of normal business hours. This may include support for system maintenance, infrastructure upgrades, critical service restoration, and incidents affecting CVRD operations, the North Island 911 Corporation, and the Emergency Operations Centre (EOC), as required.

EMPLOYEE SIGNATURE

I have read and understand this job description

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Print Name	Signature	Date