

Class No.:	Staff
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CLASS SPECIFICATION

WEB SYSTEMS ADMINISTRATOR

NATURE AND SCOPE OF WORK

Reporting to the Manager, Integration and Web Services, Digital Technology Services (DTS), the Web Systems Administrator is responsible for the design, administration, and maintenance of web systems, with a focus on supporting web systems infrastructure and content management systems (CMS) operations. The role collaborates closely with the Marketing Digital Experience team and involves managing and optimizing CMS platforms to ensure an efficient, user-friendly experience supporting the university's web presence.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Collaborate with the Marketing Digital Experience team in identifying improvement requests for the university's web presence.
- Manage and support to the university's web platform, including operating systems, web hosting platforms, and CMS platforms.
- Provide backend administration support to the university's CMS platforms, including installation, configuration, customization, and upgrades, ensuring optimal performance, scalability, and security.
- Collaborate with DTS teams to perform regular server and web systems backups and disaster recovery procedures to safeguard website content and data integrity.
- Provide technical support and training to content contributors and end-users, assisting with troubleshooting, best practices, and usability improvements.
- Collaborate with internal and vendor web developers, designers, and content creators, to support the development and deployment of web-based applications and websites.

- Collaborate with DTS teams and external vendors to integrate CMS platforms with other systems and applications, such as student portals, learning management systems (LMS), and third-party plugins.
- Monitor system performance and security, implementing proactive measures to mitigate risks, prevent downtime, and safeguard sensitive data.
- Identify potential risks and vulnerabilities in web systems and collaborate with the DTS cybersecurity team to implement security measures ensuring that business systems are well protected against unauthorized access, malware, and other security threats.
- Provide technical platform support to users when required, including faculty, staff, and students, in managing and updating website content through the CMS.
- Develop and deliver training materials as required.
- Maintain comprehensive documentation of CMS and server configurations, workflows, and procedures for internal reference and training purposes.
- Collaborate with cross-functional teams, including DTS colleagues, academic departments, and administrative units, to support university initiatives and projects.
- Communicate effectively with the university community to gather requirements, provide updates, and solicit feedback on platform enhancements and improvements.
- Collaborate with other DTS team members and vendors to support the administration and maintenance of web services, ensuring that university community needs are well represented.
- Use DTS project lifecycle, processes, and tools to organize and deliver the digital solutions.
- Perform other duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Experience in web systems administration, including server-level services, content management systems (CMS), and scripting languages.
- Extensive knowledge of Unix/Linux and Microsoft Windows operating systems.
- Knowledge of web security best practices at the server and application levels.
- Experience in developing use cases, test plans and test scripts.
- Experience in conducting system testing, coordinate testing, problem solve issues, document test results.
- Experience in developing and delivering end user training using different training modalities.
- Experience in developing high quality, clear, concise documentation required for implementation and support of web systems.

- Ability to exercise tact, diplomacy, discretion, and sensitivity when dealing with university community members.
- Understanding of facilitating conversations between staff and administration with technical DTS and vendor team members.
- Experience and knowledge in collaborating and working in cross-functional teams, including staff, administrator, faculty, students, project manager, DTS members, vendors, and other teams required to deliver a digital solution to the community.
- Understands web context to exercise initiative and judgement regarding action required.
- Ability to multitask, maintain attention to detail, apply organization skills to meet deadlines, and work with minimal supervision.
- Able to prioritize work requests, maintain attention to detail, and apply organization skills to meet deadlines.
- Understands and follows complex verbal and written instructions, and communicates information effectively, both verbally and in writing, using different modalities.
- Adapts to changing situations, anticipates needs, and can reprioritize tasks efficiently.

REQUIRED TRAINING AND EXPERIENCE

- 5 years of relevant professional experience, with 2 years in a public institution.
- Experience in CMS administration and scripting languages: WordPress, Terminalfour, Sharepoint, PHP, Python.
- Knowledge of web services platforms: MS Server, Unix/Linux, Tomcat, Apache, IIS.
- Experience in CMS administration and scripting languages.
- Experience with SDLC, project management and change management methodologies.
- Experience with the ITIL framework and ITSM best practices, tools, and techniques; ITIL certification is an asset.
- Experience in developing high quality documentation required to support digital solutions.
- A bachelor's degree or program relating to web systems administration.
- Experience in effectively communicating information to different levels within an organization.