

JOB DESCRIPTION

BCGEU

1.Position No. 80600, 80601, 80274, 82093	2. Descriptive Working Title Business Applications Administrator		3. Present Classification SA4
4. Branch Information Management & Technology (IMT)	5. Department Technology Services	6. Work Location Hybrid – Site Central	Date Revised Jan 2021; Jun 2023; Apr 2025
7. Position No. of Supervisor 81220	8. Descriptive Work Title of Supervisor Manager, Platform Services		9. Classification of Supervisor Excluded Mgmt
10. Job Summary:			

Reporting to the Manager, Platform Services, the Business Applications Administrator provides information systems and technology support for the organization's current and future enterprise applications, both on-premise, hybrid and in the cloud. He/she/they collaborates with departmental teams to identify, diagnose and resolve application support issues and provides advanced technical support for business application project phases. The position also supports Development and Operations (Dev/Ops) services, performs systems administration, monitors overall systems operations, and various activities related to systems maintenance, troubleshooting, analysis, enhancements and/or upgrades of applications.

11. Duties:

1. In support of a range of corporate applications including commercial off-the-shelf and custom Java/.NET applications, performs a variety of advanced IT application administration duties that include:
 - Software installation, patches, enhancements and upgrades
 - Application monitoring and management
 - Performance measuring and tuning
 - Application configuration
 - Scheduled maintenance
 - Application-level backup and recovery
 - Job scheduling and automation scripting
 - Disaster Recovery planning and implementation
 - Security and access control
 - Assembly, building and deployment of releases
 - Maintenance of operational documentation
2. Maintains and monitors the runtime operations of production applications and takes appropriate measures to ensure availability of critical applications.
3. Participates as a technical resource on project teams, supporting software implementation phases, administration and configuration activities with project managers, business analysts, application developers, non-departmental staff and other technical specialists
4. Contributes to the development of transition plans to cover evolution of system implementations from project state to sustainment. Develops and maintains technical documentation (including specifications, architecture, system configuration and operating procedures) in support of transitioning systems from project state to sustainment.
5. Participates in planning sessions and where requested, provides recommendations relating to enterprise-level software and hardware acquisitions and deployments.
6. Researches and analyzes capabilities of existing and emerging technologies and provides recommendations for exploiting technological improvements or IMT practices where opportunities exist.
7. Within the context of corporate applications, upholds change management processes and functions and where necessary partners with application developers and network administrators to implement system changes.

8. Provides Tier 2 helpdesk support for application-related incidents, including troubleshooting, resolving issues, responding to service requests and reporting issues.
9. Prepares training materials and delivers technical training sessions for business applications users, as required.
10. Participates in writing test plans. Coordinates unit and end-user testing as required.
11. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

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4. Education, Training and Experience		

Diploma in Information Technology or other relevant fields.

Considerable experience in an advanced level of system administration and writing automation scripting using shell, WLST, Python, and PowerShell.

Sound experience administering web and middleware technologies in a highly available environment and in supporting and administering business applications on Microsoft Azure.

Working experience working within an Oracle 19c (or higher) database environment or MS SQL Server environment and supporting cloud-native and hybrid cloud applications from an application-level perspective.

Azure Administrator Associate (AZ-104) or other relevant Azure certifications are preferred.

Or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge, Skills and Abilities

Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Considerable knowledge and understanding of web technologies and fundamental principles behind highly available n-tier architecture.
 - Considerable understanding of Linux, web servers technologies and fundamental web application delivery principles.
 - Considerable understanding of key database concepts, client network configuration, ODBC/JDBC and SQL.
 - Sound knowledge of Windows Server and Oracle Linux operating systems.
 - Sound knowledge of web server technologies such as Apache, IIS, and Nginx.
 - Some knowledge in Azure Dev/Ops or similar CI/CD (Continuous Integration/Continuous Delivery) tools used to automate application deployment pipelines.
 - Ability to identify, diagnose and troubleshoot problems related to technology.
 - Ability to create and maintain automation scripts in support of Dev/Sec/Ops services.
 - Ability to create and update technical and user manual documentation.
 - Ability to generate and articulate new ideas and adapt effectively to new technologies.
 - Ability to excel working under pressure to meet deadlines and changing priorities.
 - Ability to exercise good judgement.
 - Ability to work independently and as a contributing member of a team.
 - Strong troubleshooting skills for application issues across various IT environments.
 - Strong interpersonal skills.
 - Strong verbal communication skills.
 - Flexibility in supporting systems outside of core business hours, including weekends and evenings as required.

6. Occupational Certification

Criminal Record Check Required