SIMON FRASER UNIVERSITY
ADMINISTRATIVE & PROFESSIONAL
JOB DESCRIPTION

Position Title: Application Administrator, Microsoft Exchange
Department: IT Services, Application Services
Reports to: Director, Application Services
Employee Group: APSA

Position #: 00122673
Reports to [pos #]: 00114506
Grade: 10

POSITION SUMMARY
The Application Administrator is primarily responsible for deploying, and integrating commercial, locally-developed, and open source software packages related to the implementation, and ongoing administration and technical support for the Microsoft Exchange environment and related systems. The Application Administrator elicits, analyzes, validates, and verifies business objectives, processes and functions for software development and/or integration to optimize the use of technology and improve organizational effectiveness, efficiencies and economies.

DUTIES AND RESPONSIBILITIES
1. Manages the implementation and ongoing administration and technical support for the Microsoft Exchange environment and related systems by:
   - Working collaboratively with the email team to support the technical administration of the Microsoft Exchange environment.
   - Providing a backup for the Systems Architect’s responsibilities related to the configuration, deployment, operation, and ongoing maintenance, ever-greening, and growth of the Microsoft Exchange applications and related systems.
   - Implementing vendor, open source, and internally developed systems to deliver production-level security, performance, and resiliency of email related systems.
   - Analyzing and reviewing existing or proposed system features and integration, security, scalability and performance requirements with clients, business analysts, project managers, and team members.
   - Conducting a review of specifications, design, development, implementation, upgrades, and ongoing technical support of software applications and modules.
   - Conducting testing, debugging, and deployment of new or customized application modules, and provides ongoing maintenance and support of those modules.

2. Delivers solutions with the highest level of quality by:
   - Participating in all aspects of the Application Environment life cycle, including: requirements gathering; implementation of vendor, open source, or internally developed applications, including creation of supporting scripts or utilities in order to meet requirements or integration goals; testing; and deployment.

3. Provides technical expertise, training and consultation to other departmental technical staff as well as other Information Services staff outside of IT Services.

4. Participates in project planning and implementation by:
   - Managing small to medium sized projects and related established budgets.
   - Creating project plans, presentations, and proposals regarding the development or modification of web-based software intended for use by large segments of the University Community.

5. Builds and maintains good working relationships and collaborates with others to achieve service objectives.

6. Maintains up-to-date knowledge of current information technology techniques and tools. Performs other related duties as required.

IMPACT OF DECISION MAKING
Makes decisions regarding the development, implementation, and long-term support of an application; and project planning activities.

QUALIFICATIONS
Bachelor’s degree in Computing Science or related discipline with two years of experience related to the support and administration of email server applications, or an equivalent combination of education, training, and experience.
Excellent knowledge of email systems, anti-spam and anti-virus techniques and technologies.
Ability to deploy complex third party applications and software packages.
Ability to work collaboratively with a team of software developers, technical administrators, designers, and business analysts.
Ability to prioritize while handling large numbers of requests and frequent interruptions.
Excellent customer service and interpersonal skills.
Excellent analytical reasoning, problem solving, time management, and organizational skills.
Excellent communication skills (verbal, written and presentation).
Ability to maintain confidentiality.