



Position Summary

Reporting to the Manager, Information Technology Services (ITS), the position is responsible for the planning, deployment, operation, and support of networks, servers, security infrastructure, endpoints, and applications that support the operation of the Saskatchewan Legislative Assembly, LAS and for providing related services to Officers of the Legislative Assembly.

Primary Responsibilities

Server and Infrastructure Management

- Research, plan, install, configure, and test core IT infrastructure—including Windows/Linux servers, virtualized environments (e.g., Hyper-V, Azure), SAN systems, and enterprise storage—to ensure high availability, scalability, and performance.
- Monitor, maintain, and optimize server operations, including system performance metrics, logs, diagnostics, and capacity planning; recommend improvements based on operational data and risk trends.
- Administer and maintain Microsoft 365 and Azure environments, including Exchange, Azure Active Directory, conditional access policies, and group/security configuration.
- Administer and support patch management, firmware/software updates, and system hardening across on-premises and cloud-based infrastructure.
- Troubleshoot and resolve complex technical issues related to server, storage, virtualization, and hybrid infrastructure, escalating to vendors as needed.
- Participate in IT infrastructure projects including server deployments, storage migrations, system upgrades, and lifecycle replacements.
- Test and evaluate new infrastructure software and hardware tools; recommend improvements based on compatibility, performance, and organizational fit.
- Document infrastructure configurations, operational procedures, and incident resolutions to support continuity, knowledge sharing, and audit readiness.
- Participate in disaster recovery planning, testing, and restoration processes to ensure continuity of critical services.
- Collaborate with internal teams (e.g., security, networking, applications, broadcast) to align system design, maintenance schedules, and operational priorities.

Risk Management

- Administer and monitor IT security systems including firewalls, endpoint protection, vulnerability scanners, and intrusion detection/prevention tools.
- Proactively identify and mitigate security threats by analyzing logs, responding to alerts, and coordinating incident response activities.
- Conduct system audits and risk assessments; recommend and implement corrective actions to address security vulnerabilities and policy gaps.

Client and Application Support



IT/Server Analyst - (Permanent, Full-Time, onsite)

- Configure and support endpoint devices (desktops, laptops, mobile tools), ensuring compliance with security standards and user needs.
- Create and manage user accounts, access rights, email configurations, and mailbox settings in accordance with organizational security policies.
- Provide tiered end-user support for infrastructure, application, and connectivity issues, including desktide and service desk response for internal users and supported Legislative Officers.
- Support specialized applications such as Legislative Tracker, SharePoint, SLIQ, library systems, and broadcast streaming platforms to ensure reliable operation and integration with IT infrastructure.
- Analyze support trends and usage data to identify areas for operational improvement, service gaps, or training opportunities.
- Collaborate with vendors and external service providers to resolve issues, perform root cause analysis, and implement system improvements.
- Contribute to operational and strategic IT planning by providing input on infrastructure improvements, emerging risks, and long-term service delivery.
- Mentor colleagues and support onboarding by sharing technical knowledge, documenting standards, and modeling best practices in infrastructure support.

Job Knowledge

Knowledge required for this position is typically obtained through a four-year degree in Computer Science, Information Technology, or a related discipline, along with progressively responsible experience in IT service delivery across Tier 1, Tier 2, and Tier 3 support levels. An equivalent combination of a two-year technical diploma and additional hands-on experience in Tier 2 and Tier 3 environments may also be considered.

Tier 1 – Service Desk: Responding to end-user service requests, resolving access issues, and providing support for common desktop applications (e.g., Microsoft Office, email, network connectivity).

Tier 2 – Desktide Support: Delivering on-site technical assistance for desktop, laptop, and peripheral devices. This includes hardware troubleshooting, software configuration, and supporting day-to-day client technology needs.

Tier 3 – Infrastructure Services: Specializing in server, network, and/or security systems including the design, implementation, and administration of enterprise infrastructure components such as:

Server Operations: File, application, email, and database servers; virtualization platforms; storage systems (SAN/NAS).

Network Operations: Local, wireless, and wide area network infrastructure; TCP/IP, switches, routers; network service delivery critical to Broadcast Services.



IT/Server Analyst - (Permanent, Full-Time, onsite)

Security Operations: Firewalls, malware protection, patch management, access controls, and system hardening for enterprise-wide IT environments.

Technical competencies include knowledge of:

- Network server operating systems (e.g., Microsoft Windows Server), virtualization (e.g., Hyper-V, VMware), and cloud platforms (e.g., Microsoft Azure).
- Enterprise server applications such as Active Directory, Microsoft Exchange, and Microsoft SQL Server.
- Security tools and practices, including firewalls, filtering appliances, antivirus/malware protection, vulnerability scanning, and patch deployment systems.
- Network components and protocols, including switches, routers, and TCP/IP.
- End-user devices and peripherals (desktops, laptops, printers, mobile devices) and common applications (e.g., Microsoft 365, Adobe Acrobat). Automated deployment and monitoring tools for infrastructure and endpoint management.

Experience should include:

- Managing and troubleshooting IT systems in high-availability and high-pressure environments.
- Supporting critical services such as live broadcast infrastructure, legislative proceedings, and remote committee operations.

Delivering and supporting specialized LAS applications (e.g., Legislative Tracker, SLIQ, video streaming, Library systems, security surveillance platforms, Financial and Human Resource systems).

Employees of the Legislative Assembly Service are required to provide non-partisan confidential service to all Members of the Legislative Assembly.

A Criminal Record Check is required for this position.