

Advanced Solutions

a DXC Technology Company

Position Title:	Team Lead, Citrix	Classification:	IS30
Department:	Technology Services	Job Code:	00S50Q
Work Unit:	Managed Compute Services	Job Title:	Information Systems Officer N30
Manager Title:	Director, Cloud	Last Updated:	March 19, 2020

DEPARTMENT OVERVIEW

Technology Services provides services to 19 core government ministries, several Crown corporations and broader public sector organizations, and over 30,000 government employees. In support of government objectives to lower costs and improve service delivery, these clients have formed a partnership with Hosting Solutions BC to receive reliable and cost-effective services for the benefit of the citizens and businesses they serve across British Columbia.

DESCRIPTION

The Citrix Team Lead is responsible for managing the installation, configuration, maintenance, and problem resolution of the hardware, operating system, network components, and layered software on the VMware, Windows and Linux server platforms, servicing Share Services (CITRIX, ADC/ADM, etc.) and Ministry dedicated applications. In addition to supporting these server environments, this position is expected to participate and lead projects of varying size, both internal and customer facing. This role also provides leadership for a team of Intermediate and Junior Server Admins and will work with Team Leads from other groups and management and may be expected to provide executive level presentations. This position also needs to make recommendations and provide solutions for system integration projects. The successful candidate will be expected to work independently and in small groups, and be able to demonstrate sound technical knowledge, experience, and strong interpersonal and communication skills.

ACCOUNTABILITIES/DELIVERABLES

Perform the installation, configuration, maintenance, and problem resolution for hardware, operating system software, network software, and layered products by:

- Support and maintenance of Microsoft Windows Operating Systems and tools;
- Knowledge of VMware and Linux.
- Expert Level knowledge and experience with operational support and maintenance of Citrix XenApp, NetScaler, and complementary Citrix systems in various large scale enterprise environments;
- Maintain and perform effective patching cycles of system and OS software;
- Monitoring reports; identifying problems; repairing, replacing, or reconfiguring as required; and referring non-platform specific problems to other systems personnel or vendors;
- Analyzing reports to identify resources shortages or excessive utilization;
- Evaluating configurations to maximize performance and availability, while minimizing costs;

- Identifying integration and reconfiguration requirements for HW and SW to meet new/changing application requirements;
- Identifying requirements for licensing changes;
- Leading and/or installing and configuring new upgraded HW and SW on test-bed servers; testing and validating functionality and stability; resolving issues; and installing into production;
- Providing an interface between customer technical staff and vendor support staff/network carriers for the resolution of network or application problems;
- Ensure all escalated incidents are addressed in a timely manner according to established process guidelines;
- Prioritize regularly in order to effectively and efficiently respond to business needs;
- Monitor change implementations, ensuring that any technical or operational problems, work flow issues, or service improvement issues are addressed and communicated to manager;
- Plan and schedule change request activities and implementations;
- Responsible for Incident & Problem Management, along with Root Cause Analysis;
- Contribute to reporting obligations including trending, capacity, usage, and performance reporting;
- Participate and/or coordinate Disaster Recovery drills, and ensure lessons learned are incorporated into plans for real events;
- Provides technical expertise, advice, and support on projects to management, and customer development teams on new or enhanced applications ensuring that impacts are clearly understood;
- Communicates professionally and effectively with clients, other team members, supervisors, managers; and business consultants both verbally and in writing, clearly, logically, concisely, effectively, and efficiently at an appropriate level, while maintaining professionalism and confidentiality;
- Research, recommend and/or implement best practices with respect to support and planning activities, thereby facilitating increased productivity;
- Collaborate with application owners or development teams to ensure compliance of supported servers ;
- Conduct periodic audits of access privileges across all supported products;
- Participate in accomplishing team performance goals, and promote the concept of team building through daily interactions;
- Researches and creates cost estimates for new solutions including implementation of staff time and effort;
- Identifies, defines, develops and implements policies and procedures for Citrix systems;
- Provide recommendations for process improvements;
- Resolve concerns or conflicts, or escalate to manager as appropriate;
- Documents and plans project requirements, resources, schedules, and responsibilities; assigns duties; monitors and controls project process and resource usage; and ensures compliance with standards; and
- Evaluates constantly shifting priorities and assigns staff and contractor resources as required to most effectively meet objectives.

Participates in server infrastructure systems projects:

- Analyzing system performance and customer forecasts; identifying potential capacity issues and upgrade requirements; and recommending upgrades/enhancements;
- Analyzing, identifying, and planning overall project requirements and server areas impacted;
- Testing the compatibility of all products with new or revised server environments;
- Installing, configuring HW, SW, and network components and coordinates with other groups; and

- Come up with solutions and recommendations for integrating systems and services to satisfy client requirements.
- Regularly leads technical teams (up to 4 people) to provide solutions that meet client requirements in a timely manner.

Performs other related duties as required.

SUPERVISORY RESPONSIBILITIES

Type of report	#	Type of report	#
Direct (directly supervises assigned staff)		Indirect reports (supervises through subordinate supervisors)	0

PROJECT/TEAM LEAD OR TRAINING RESPONSIBILITY

Role	Y/N	Role	Y/N
Supervises students or volunteers	Y	Provides formal training to other staff	N
Leads project teams	Y	Assigns, monitors, and examines work of staff	Y

FINANCIAL RESPONSIBILITY

Researches and provides cost estimate data.

SELECTION CRITERIA

Education and Experience

- Degree in a related field and 2 years of related experience; or
- Diploma in a related field and 3 years of related experience; or
- Certificate in a related field or program completion, or some course work, and 4 years of related experience; or
- 5 years of related experience;
- Citrix Certified;
- Microsoft Certified;
- Technical support experience with all of:
 - Citrix XenApp/XenDesktop/Director for endpoint support;
 - Citrix NetScaler (ADC) and ADM (Application Delivery Manager) technologies for VPN, Load Balancing, and Published Citrix applications/desktops;
 - Microsoft Windows 2012/2016/2019 Server;
 - Microsoft Windows IIS;
 - Microsoft Networking protocols;
 - Microsoft Windows Server technologies; and
 - Networking protocols, technologies and devices.
 - VMware
 - Linux

- Experience in automating through use of scripting languages like Python and PowerShell.
- Experienced in working with enterprise monitoring and deployment tools (i.e. MOM, Anti-Virus, Ansible Tower, NagiosXI and Nagios Fusion, Microsoft DSC, Github, etc.).

Related experience must include:

- Experienced working in a delivery/client environment;
- Automation within large Enterprise environments;
- Experience with change management and request management tools;
- ITIL Foundations Knowledge (Certification preferred);
- 3+ years of experience working in a large enterprise environment (> 5,000 users / > 200 servers);
- Experience managing teams and communicating with external clients;
- Experience with Enterprise storage solutions,
- Demonstrated experience in participating/managing complex IT issues;
- Minimum 3 years in supporting/architecting/maintaining one or more of the following:
 - Citrix;
 - Active Directory;
 - Enterprise level server monitoring and reporting;
 - Scripting Languages (PowerShell, Perl, VB, WMI); and
 - Other related server technologies.

Knowledge, Skills & Abilities

- Basic knowledge of ITIL framework (change management, incident management etc.);
- Knowledge of IT project management methodologies;
- Knowledge of Microsoft networking protocols;
- Knowledge IT security best practices and methodologies;
- Knowledge of technical standards in an enterprise environment;
- Client-focused and flexible with a responsive approach and an ability to manage multiple tasks within tight, often conflicting deadlines;
- Ability to work in a high pressure environment while demonstrating excellent judgment and applying sound problem solving and analytical skills;
- Excellent written and oral communication;
- Ability to establish and maintain constructive working relationships at all levels;
- High degree of initiative and self-motivation;
- Ability to monitor performance and accept accountability;
- Strong planning, organization, and coordination skills; and
- Ability to work both independently and as a team member with a strong focus on results.

Other Requirements

- Will be expected to be work Overtime as required; and
- Will be expected to work in a Standby/On Call rotation.

REQUIRED COMPETENCIES

All Advanced Solutions employees are required to display the following competencies:

- Customer Focus
- Integrity and Trust
- Ethics and Values
- Motivating Others
- Drive for Results
- Building Effective Teams
- Priority Setting
- Decision Quality
- Business Acumen
- Organizing

DEPARTMENT STRUCTURE

