

Job Title: Senior Networks and Systems Analyst			
Department: Finance			
Service: Information Technology Services		Branch:	
Report to: I.T. Manager			
		HRS: 35 hrs/wk	

Job Summary:

Responsible for the day-to-day delivery of the city's technology infrastructure (TI)* and related services (e.g. e-mail, WAN/LAN, Data Centres, Internet) which enable or improve the city's business operations and service/program delivery to employees and the public; designs and implements assigned technology infrastructure solutions to meet client requirements and/or to improve City business operations; provides some guidance to relevant internal technical staff (e.g. I.T. Support Specialist) and external consultants/contractors.

*The city's TI is complex and rapidly expanding, e.g. 400+ devices, 15 facilities located across 297 km², provides critical technological infrastructure for 140+ users, supports approximately 60 software and services solutions, as well as telephony and wireless/mobile devices, and administration of facilities' security. The city's TI must also support the day-to-day operations of critical public facing services such as Daycares, Library, Fire, and Protective Service services. In addition, the city's TI needs to securely integrate and enable data-sharing with other functional networks, (e.g. financial institutions).

Key Duties:

Provides day-to-day technology infrastructure management, and delivery of related services by:

- installing, configuring and testing more complex components of the technology infrastructure;
- writing instructions for I.T. staff to guide them in installing, configuring and testing less complex components of the technology infrastructure, and guiding their activities;
- utilizing the appropriate network management tools to identify bottlenecks and to forecast enhancements needed for growth & redundancy;
- assisting the I.T. Manager in planning and designing components of new sites coming on the network, including the telecommunication link, networking equipment, network servers, infrastructure applications and facility setup; liaising with other ITS groups to ensure other operational support (such as Service Desk, backup, etc.) will be in place;
- assisting the I.T. Manager in modeling & forecasting the impact of new client server applications on the network, and proposing an enhancement plan to address them;
- assisting the I.T. Manager in researching and evaluating products that might be of benefit to the city's technology infrastructure and/or related services, and developing recommendations for deployment

where applicable; and

- developing technical manuals & references for current and new products and applications to be implemented.

Acts as a technical specialist in technology infrastructure, and as the technical specialist in assigned areas of technology infrastructure (email, firewalls, wireless, virtualization) by:

- resolving complex technical issues that have been escalated to the position by other branches and divisions; and
- providing troubleshooting, advice and consultative services to other technical staff in the IT department, and other city departments.

Integrates the city's technology infrastructure with other internal and external networks by:

- configuring the city's technology infrastructure to support continuous, reliable and secure connectivity with the functional networks of other organizations (e.g. financial institutions);
- monitoring and evaluating these outside communication links to determine opportunities for collaboration and/or areas of possible network conflict, and recommending action plans to address these; and
- implementing approved action plans.

Leads the implementation of assigned technology infrastructure initiatives relating to upgrades, lifecycle management and new solutions by:

- determining the implementation schedule;
- coordinating the work of required resources;
- writing the required communications and technical and procedural documents;
- delivering training; and
- providing post-implementation monitoring and support.

Provides input to departmental and branch projects, and monitors or conducts project activities by:

- developing technical expertise on the proposed solution and determining project plans in conjunction with the I.T. Manager;
- monitoring the project schedule and the tasks assigned to the I.T. Support Specialist, and providing status reports to the I.T. Manager;
- coordinating and monitoring specific tasks that are to be completed by vendors, and updating the I.T. Manager on progress; and
- performing assigned project tasks as per specification and schedule.

Provides assistance to the I.T. Manager by:

- guiding staff and contractors assigned to projects;
- assisting in staffing vacancies and developing new staff; and
- acting as coordinator in the I.T. Manager's absence.

Performs other related duties & tasks as assigned, including:

- providing training and presentations to other technical staff; and
- keeping informed of current technology trends.

Works in accordance with the provisions of applicable health and safety legislation and all City of Clarence-Rockland corporate and departmental policies and procedures related to occupational health and safety.

Education and Experience:

- Must have a Post-secondary diploma in Network Administration/Computer Science, or related certification
- Must have 6 - 8 years recent experience in server/client and complex network administration

Required Knowledge and Key Responsibilities (in no particular order):

- Technology infrastructure design, implementation and management
- Technology infrastructure security practices and products (i.e. firewalls, DMZ, virus protection)
- Internet connectivity protocols, issues and services (e.g. TCP/IP, QoS, VLAN)
- IP/data/voice LAN/WAN network architecture and components (e.g. routers and switches, gateways, Ethernet, Fast Ethernet, Gigabit, SNMP and protocol analyzers)
- Technology infrastructure hardware (i.e. servers and switches, Firewalls, SAN, etc.)
- Wireless/mobile technologies (i.e. Smartphones, tablets, WiFi)
- Deployment of applications in both LAN & WAN environments
- IT Service Management practices (i.e. ITIL)
- Emerging technologies, products and services relating to technology infrastructure
- MS Office Suite and MS Visio
- Network / Web Services Administration – Active Directory, LDAP, MS Exchange Server, SQL, PostgreSQL databases, PowerShell, VB Scripting, Group Policy deployment
- Administration, integration, implementation, and maintenance of Security Systems (including but not limited to facilities video surveillance, entry/exit point door access systems)
- Autonomously evaluate, implement and manage Internet, LAN/WAN complex infrastructures (both software and hardware), wireless, Wi-Fi, City-wide Telecommunications systems, SAN, etc.
- Help Desk related duties – implement and maintain workstation hardware, software/OS, network printers, and troubleshoot/resolve issues
- Strong understanding of existing technology, networks, systems infrastructure and desktop configurations
- Strong understanding of various Windows, Unix, and Linux operating systems (i.e. Windows 7, Windows 8, Windows 10, Windows Server 2003, 2008, 2012, 2016, CentOS, etc.)
- Advanced experience in implementation, integration, administration, and maintenance of network switches; VRRP, IRF, VLAN's, COS, QOS, Link Aggregation, LACP, Trunking, etc.
- Advanced experience in implementation, integration, administration, and maintenance of Firewalls including but not limited to; Policy routes, High Availability, policies, WAN load balancing, Security Profiles, Symmetric and Asymmetric routing, Intrusion Prevention systems, VPN (SSL and IPSEC clients and tunnels)
- Advanced experience in design, implementation, integration, administration, and maintenance of all Active Directory related Services and related Servers including but not limited to; DNS Servers, DHCP Servers, Group Policies, etc.
- Advanced experience in implementation, integration, administration, and maintenance of SAN solutions
- Advanced experience in implementation, integration, administration, and maintenance of HelpDesk (I.T. Service Management System – ITIL compliant), Inventory and Asset Management, and Patch Management Systems
- Advanced experience in implementation, integration, administration, and maintenance of EMM Solutions and MDM solutions
- Advanced experience in design, implementation, integration, administration, and maintenance of Archiving solutions
- Advanced experience in design, implementation, integration, administration, and maintenance of records and document management servers and environment (including but not limited to advanced experience integrating such Servers with TOMRMS for Records Management)
- Advanced experience in design, implementation, integration, administration, and maintenance of records and document management servers and environment in relation to Intranet development (Document Management and Collaboration)
- Advanced experience in implementation, integration, administration, and maintenance of Disaster Recovery, Backup, Restore, and Recovery solutions

- Advanced experience in implementation, integration, administration, and maintenance of virtual Data Centre environments (physical and virtual servers)
- Advanced experience in implementation, integration, administration, and maintenance of Email SPAM filtering solutions or related products
- Advanced experience in design, implementation, integration, administration, and maintenance of Distributed File System (DFS)
- Online Services implementation, integration, administration, and maintenance
- Microsoft Exchange Servers (Email) implementation, integration, administration, and maintenance
- Workorder/asset management and fleet management systems implementation, integration, administration, and maintenance
- Financial, payroll, HR, and corporate governance Servers implementation, integration, administration, and maintenance
- Advanced experience with implementation, administration, and maintenance of Online Services (i.e. Online Paystubs, etc.) and their integration with existing Financial, Work Orders, and Asset Management systems while upholding security best practices – specifically with the Financial, Work Orders, and Asset Management systems
- Travel to off-site locations with personal vehicle to provide support;
- Other duties as assigned.

Competencies/Skills & Abilities:

- Troubleshoot & resolve complex technical problems
- Research and analytical skills
- Write reports, documentation, procedures
- Work calmly and systematically under stressful situations
- Provide technical leadership and take initiative
- Liaise effectively with all levels of staff, city partners and vendors
- Will to continue acquiring certifications and upgrade skill set through formal and on the job training
- Excellent communication and customer service skills to effectively deal with consultants, vendors, external service providers, and all internal partners and stakeholders
- Must be bilingual (French-English, oral and written)
- Plan for the impact of technology changes on the city

Personal Suitability:

- Tactful and helpful with other staff
- Able to interact with other organizations' technical staff effectively
- Well organized and reliable
- Able to handle multiple tasks, and work independently with minimum supervision
- Willing to work flexible hours, including evenings and weekends
- Trustworthy with privilege accounts, information and site facilities access
- A criminal record check must be provided upon hiring only (dated no longer than three months prior to the date when it has been requested) and is a condition of employment