



Job Description

IT Network Analyst

Job Title: IT Network Analyst
Department: Corporate Services
Reports to: Manager of Information Technology

General Accountability:

The IT Network Analyst will serve as a resource to employees and will work collaboratively to provide exceptional customer service and IT network support while participating in projects to improve overall IT infrastructure and services.

The IT Network Analyst monitors all network traffic, implements security policy's and maintains the networks within the County. The IT Network Analyst installs, configures, maintains and troubleshoots a wide range of network infrastructure throughout the County, diagnosing and resolving issues. This position will provide technical support to the IT team and take on helpdesk duties when needed. The technical support the IT Network Analyst provides is vital to the ongoing operational efficiency of the County.

Job Duties:

- Ensure network and data availability for all departments to for all aspects of the County's network including but not limited to all WAN, LAN, SDWAN and VPN traffic including the maintenance of daily data/systems backup and maintenance and support of our fibre and wireless networks and support all battery backup systems.
- Maintain Firewall/Routers/Switches/WAP and other enterprise networking gear and ensure regular updates to firmware and operating software as necessary.
- Maintain Server rooms and monitor HVAC and UPS Battery backup systems.
- Maintain industry knowledge on trends in firewall, routers, security software and hardware.
- Support and maintain network security as well as antivirus/malware solutions while working with the Manager of IT to plan, test and perform upgrades to ensure the integrity of the County network.
- Installation of networking cables including the termination/crimping of Ethernet and Fibre Cables.
- Document all work through Service tickets and change orders, build, and maintain clear network diagrams.
- Maintain and update the Network Monitoring System and respond to alerts.
- Provide support and assistance where possible for the County SCADA networks.
- Provide training on all aspects of computers, software, and County IT practices.

- Mentor and train corporate users in the use and guidelines for the Service Desk system.
- Conduct research on computer products in support of IT project design, procurement, and development efforts.
- Support of the IP telephone system including: the installation of new telephones, individual voicemail setup and installation of Softphones (desktop and cellular).
- Provide telephone and mobile phone support including cellular phones, tablets and desk phones.
- Support of the remote vehicle network and tracking system in all county vehicles including Patrol, Fire and Operations departments (CAMS, BellCAD).
- Support the Building Access and Surveillance Systems of all County facilities.
- Track and maintain IT assets using the Service Desk.
- Assist and support all other IT related activities as directed by the Manager of IT.
- Other duties as assigned.

Job Skills:

This position requires strong inter-personal skills and excellent organizational & time management skills. You will possess a superior communication ability (both written and oral), work well in a team environment and excel at customer service. You enjoy fostering positive working relationships and are able to demonstrate a commitment to maintaining confidentiality and tact diplomacy. You must be able to assist employees in a positive/efficient manner and be able to customize your approach to the employee's IT skill level. A high level of accuracy and attention to detail are essential. You should possess superior analytical and problem-solving skills and demonstrate a commitment to maintaining up-to-date technical knowledge. You must possess the motivation and skills to keep the County's Networks and Information Secure and Safe from intruders and malicious actors.

Job Qualifications:

- A college diploma in Computer Sciences or related field with a minimum of 5 years of relevant experience.
- Thorough knowledge of personal computer operating systems, applications, networking technology and record keeping.
- Proficiency in Fortinet, Cisco, Windows Server as well Office 365 Apps and Administration.
- Familiarity with Ubiquiti/UniFi, Calix, SCALEcomputing HC3, Acronis, BellCAD, CAMS/Aware360, WireShark considered an asset.
- Fortinet NSE7, Cisco CCNA/P, Comp TIA Network+, Certified Fibre Optic Technician (CFOT) and Microsoft Certified Professional (MCP) certifications or Antivirus/Security Appliance certifications would be considered an asset.
- A valid class 5 driver's license and a clear criminal record check is required. Travel to off-site locations required as well as some after hours work.
- Physical job requirements may include: climbing ladders, operating aerial lifts, working on roofs, heavy lifting, sitting at a desk and other IT related requirements from time to time.