

## CITY OF HAMILTON

### CORPORATE SERVICES DEPARTMENT

(INFORMATION SERVICES DIVISION – INFRASTRUCTURE AND OPERATIONS - LOCATION - 55 YORK BLVD., 6<sup>th</sup> FLOOR)

### NETWORK ANALYST I – (DATACENTRE OPERATIONS)

#### SUMMARY OF DUTIES

Reporting to the Supervisor, Infrastructure & Operations (Datacentre Operations), the Network Analyst I designs, installs, troubleshoots, maintains, repairs and upgrades server infrastructure and storage systems to meet the functional objectives of the business. This includes provisioning of both physical and virtual environments for development and production applications, email services and disaster recovery across the City's divisions. This role is primarily focused on projects and project related activities but also provides day-to-day operational support as required.

The Network Analyst I configures and troubleshoots server hardware/software and maintains the City's messaging environment. This individual maintains datacentre operations by working with facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes operations management applications to identify faults, to ensure the provision of data or other datacentre services to customers, and the reliable storage of data.

#### GENERAL DUTIES

Develops, configures, installs and troubleshoots datacentre systems (including servers, SAN, backup stackers) to meet the functional objectives of the business, including performing system upgrades.

Provides second and third level support to the user community for infrastructure related issues on referral from the service desk and in support of the Service Desk staff.

Reviews issues and problem logs relating to datacentre operations, initiates and follows through with resolution. Maintains communications with IS and business leaders on datacentre availability and outages.

Maintains, monitors and updates email and virtualization applications including Exchange, VMware and Citrix.

Provides input to plans and designs of the datacentre architecture and infrastructure.

Performs capacity and resource planning, assessing server risks and contingency planning in collaboration with the Supervisor, Network Services and Technology Architect.

Tests server/SAN performance and provides performance statistics and reports; analyzes results and makes recommendations for maintaining datacentre infrastructure.

Researches, analyzes and implements software patches and/or hardware changes to fix identified deficiencies as directed.

Maintains authorized users, issue user ids, manages password protection, setup file and application and printer permissions for new users.

Develops documentation and provides on-the-job training and coaching to IS staff on technologies and systems.

Involved in the evaluation of new products and services, may manage vendor service level agreements.

Procures datacentre infrastructure components abiding by purchasing and departmental policies and procedures.

Selects, develops, integrates and implements datacentre management applications.

In collaboration with the Security and Technology staff, reviews server security and implements, configures, maintains and monitors the datacentre environment.

Evaluates and makes recommendations to IS Management on new technologies, equipment, processes and standards for datacentre infrastructure hardware and software in relation to assessed business needs.

May be assigned to an initiative or project requiring the individual to take direction from other IS Unit Manager and/or Project Manager.

Installs, tests and maintains datacentre management software.

May be required to provide on call support to users.

May be required to work extended hours to complete system maintenance.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned, which are directly related to the major responsibilities of the job.

## **QUALIFICATIONS**

1. University Degree or College Diploma in Computer Science, Information Systems, Computer Technology or related discipline.
2. Two (2) to five (5) years experience in infrastructure/network environments in administration and support.
3. Experience in client/server and operating systems including with Windows Operating System (XP, Server 2003/2008) and working knowledge of Linux.
4. Experience configuring, installing and maintaining server hardware and storage area networks.
5. Experience configuring, installing and maintaining virtual technologies, including VMware and Citrix.
6. Experience configuring, installing and maintaining email technologies, including SMTP and Exchange Server.
7. Demonstrated skills in analysis, planning and logical troubleshooting.
8. Training and/or certification in the following areas an asset; Microsoft, VMware, Citrix, Linux.
9. Knowledge and understanding of project management principles.
10. Working knowledge of networking systems (DNS, WINS, Active Directory), protocols, and standards such as Ethernet, LAN, WAN, VoIP, DSL, TCP/IP, T1, 802.11x and Fibre Optics.
11. Experience configuring and maintaining anti-virus software.
12. Working knowledge of relational database management system software (ORACLE, SQL Server along with Microsoft Access) and SQL (Structured Query Language).

13. Working knowledge of firewalls, intrusion detection systems and other network security measures.
14. Working knowledge of network components including switches, routers and wireless controllers using Cisco IOS.
15. Knowledge of the ITIL standard.
16. Demonstrated ability to work effectively independently and as part of a team.
17. Proven leadership, analytical and problem-solving abilities.
18. Ability to make sound and logical judgments.
19. Strong interpersonal, customer service skills, written, and oral communication skills
20. Must possess a Class G Drivers' Licence.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

**NOTE 1:**

This position(s) currently requires the incumbent(s) to use their personal vehicle(s) 3 or more times per week for City business. In accordance with the City policy, parking is provided at this time. Should this job requirement change, parking will only be provided in accordance with the City policy in force at that time.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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