

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (INFORMATION TECHNOLOGY DIVISION – INFRASTRUCTURE & OPERATIONS - LOCATION – 55 YORK BLVD., 6th FLOOR)

SUPERVISOR, INFRASTRUCTURE & OPERATIONS

SUMMARY OF DUTIES

Reporting to the Manager of Infrastructure and Operations, the Supervisor, Infrastructure & Operations is responsible for voice and infrastructure and datacentre operation. Provides direction and advice for appropriate connectivity services to connect systems and enable communications (including networks, wireless solutions, and telecommunications), while focusing on the design and development of network solutions, network integration, voice, telephony and video. Also responsible for datacentre(s) including servers, storage systems, operating systems, backup/disaster systems and printing systems. Provides systems management services to manage the system for optimal performance and capacity, system tuning, development and implementation of solutions, performance analysis in support of networks, availability management, asset management and security management.

The Supervisor will provide leadership, guidance and day to day management of the work and performance of a combined team of infrastructure staff supporting Telecommunications and Network Infrastructure, Datacentre Operations (including Database Administration), and Corporate Trunked Radio professionals.

The Supervisor leads server, infrastructure and network analysis and contributes to the design on medium to large, complex projects that span or impact multiple technical environments and require knowledge or insight on multiple technology areas and communication protocols. The Supervisor, Network Services may be assigned on one or more projects as a project team member and/or a project lead that require knowledge or insight on multiple business and/or technology areas.

GENERAL DUTIES

Manages and leads the development, configuration, installation, maintenance and troubleshooting of network systems, wireless solutions, and telecommunications to meet the functional objectives of the business. Utilizes remote monitoring tools to provide stable, dependable network services across multiple platforms. Includes monitoring of multiples networked sites/locations where networks are deployed. Responsible for servers, including e-mail, print and backup servers and their associated operating systems and software.

Provides direction, leadership and day to day management to a contingent of Network Analysts including daily supervision, scheduling, skills development and disciplinary actions including extended after-hours support.

Conducts staff performance reviews, regular coaching, mentoring and counselling (including extended after-hours support) skills development and management of overall performance.

Leads the hiring process and conducts interviews, prepares candidate exams and actively participates in selection process.

Manages and maintains datacentre operations, LAN/WAN/wireless/voice operations, and telephony application environments working collaboratively with network, facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes server and network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other.

Manages and reviews issues and problem logs relating to infrastructure and network operations, groups and prioritizes outstanding issues and develops resolution plan. Maintains strong communications with IS and business leaders on network availability and planned shutdowns.

Executes the role of Customer Relationship Manager and IT liaison.

Collaborates on the designs of the network architecture, design of network infrastructure, and plans and designs LAN/WAN/wireless and voice solutions with the Technology Architect.

Collaborates with security specialist and technical architect on the development and implementation of security policies and procedures (e.g., user log-on and authentication rules, security breach escalation procedures, security auditing procedures and use of firewalls and encryption routines).

Develops and manages capacity and resource plans, assessing network risks and developing risk management strategy and contingency plans.

Monitors budgetary accounts in accordance with established corporate policies and procedures. The Supervisor also manages day to day financial expenditures.

Collaboratively develops section goals, work plans and objectives by participating in strategic planning sessions.

Acts on behalf of Manager in his/her absence as required.

Researches industry standard best practices for Voice and Network Infrastructures; manages the implementation of appropriate security patches and upgrade to Voice and Network technologies in collaboration with the Security Specialist.

Performs industry analysis necessary to determine best practices and define/select processes and tools.

Analyse and test network performance and provides network performance statistics and reports; develops strategies for managing and maintaining network infrastructure.

Maintains and analyzes an inventory of assets; identifies opportunities for corporate and department efficiencies and improvements and makes recommendations for optimization of asset use to IS Management Team.

Provides project and/or workstream duration and effort estimates for infrastructure/network component design, installation and operation activities to the Project Managers and business owners for current and capital projects of medium complexity.

Manages and reports on server, infrastructure and network management activities for own work and directs/leads project teams of Network Analysts and/or contractors.

Conducts research and provides recommendations to management on products, services, protocols, and standards in support of all infrastructure procurement and development efforts.

Provides insight and direction on emerging technologies, trends and changes in the IT landscape. Identifies and validates those technologies that are right for the City and develops the best strategy for adoption and implementation.

Collaborates with database and systems analysts to develop, implement and maintain a thorough Disaster Recovery Plan and back-up strategy for all corporate data.

Oversees and coordinates activities relating to researching, analysing and implementing software patches and/or hardware changes to fix identified network deficiencies.

Defines and develops and implements operational processes in collaboration with IS Management.

Manages and maintains vendor service level agreements for hardware, software and connectivity in accordance with the City's procurement policies and monitor compliance.

Reviews and approves expenditures to network hardware, software, licenses and supplies to meet operational

requirements.

Contributes to the development of the annual work plans ensuring consistency with divisional and corporate strategic plans as requested by the Manager.

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

Is required to provide on call support to users.

Is Required to work extended hours to complete system maintenance.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies or procedures.

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 responsibilities of the position.

QUALIFICATIONS

1. University Degree or College Diploma in Computer Science, Information Systems, Computer Technology or related discipline or an equivalent combination of education and relevant business experience.
2. Five to seven years experience in datacentre and infrastructure/network environments in network design, implementation, administration and support with three years of experience in a supervisory or lead capacity.
3. Class G Drivers' License required.
4. Extensive experience in network technologies, installing, configuring, maintaining and supporting networking components including switches and routers.
5. Extensive experience in client/server and operating systems, including Windows Operating System (Windows 10, Server 2012/2016), and working knowledge of Linux.
6. Extensive experience installing, configuring, maintaining and supporting datacentre hardware (servers, blades, tape and virtual libraries, UPS and mobile, wireless technologies and architectures.
7. Extensive experience with VoIP and working knowledge of other telecommunication network systems.
8. Demonstrated ability to lead small teams to deliver to project schedule on time and with quality.
9. Demonstrated skills in analysis, planning and logical troubleshooting.
10. Demonstrated skills in application and hardware virtualization and mobile, wireless technologies and architectures.
11. Good Knowledge of the ITIL standard.
12. Knowledge and understanding of project management principles.
13. Strong working knowledge of network protocols, and standards such as Ethernet, LAN, WAN, VoIP, DSL, TCP/IP, T1, 802.11x, and Fibre Optics.

14. Strong 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.
15. Experience in client/server and operating systems, including Windows Operating System working knowledge of Linux and DNS, WINS, Active Directory (LDAP). Windows 10, Server 2012/2016).
16. Knowledge of the configuration, installation, maintenance and troubleshooting of servers, including routers and switches, e-mail, print and backup servers and their associated operating systems and software.
17. Experience configuring and maintaining anti-virus software, firewalls, intrusion detection systems and other network security measures.
18. Experience with installing, configuring, maintaining and supporting email technologies and protocols, including Exchange Server, Mobile Device Management, Office 365 (hybrid Cloud environments).
19. Demonstrated understanding and experience working with network hardware equipment configuration, set-up and familiarity with test equipment.
20. Proven analytical and problem-solving abilities.
21. Strong leadership skills.
22. Ability to make sound and logical judgments.
23. Demonstrated leadership and personnel/project management skills.
24. Strong interpersonal, written and oral communication skills.

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

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