

CITY OF HAMILTON

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

ENTERPRISE DATACENTRE OPERATIONS SPECIALIST

SUMMARY OF DUTIES

Reporting to the Supervisor, Datacentre Operations the Enterprise Datacentre Operations Specialist is responsible for providing expertise and leadership in strategy, design, validation and support on existing, new or updated Datacentre infrastructure environments and services. This role is responsible for providing technical guidance and expertise with a focus on sustainability, continuous improvement, and long-term planning and support of datacentre infrastructure to meet the organizations current and future requirements in a cost-conscious and sustainable manner. This includes the development, monitoring and maintenance of all procedures related to IT Service Management domains as well as identification, prioritization and resolution of incidents, including the monitoring, tracking and assignment of second and third level incidents, problems and changes.

GENERAL DUTIES

IT Infrastructure Support

Provides on-going support of enterprise-wide infrastructure architecture(s) and data/network/security systems integrations.

Leads the team of members primarily focused on day to operations, comprising of analysts, administrators, technicians, and students.

Responsible for monitoring and diagnosing network, infrastructure and hardware problems, including second and third level support of City's network, including: data centers, disaster recovery, wide area and local area networks, server infrastructure, storage and backup.

Evaluates existing conditions; determines or identifies technical requirements, evaluates alternatives for capacity planning for continuous improvement.

Implements and maintains policies, procedures, and associated training plans for Datacentre Operations team.

Responsible to implement, monitor and continually improve all IT Service Management processes and procedures within the Datacentre Operations team, establishing processes to provide consistently high levels of IT Service Delivery in a cost-effective manner.

Monitors and reports on service level commitments with business units in alignment with other areas of IT.

Coordinates and leads the development of business case proposals for IT Infrastructure initiatives in conjunction with input from other IT peers and departments.

Provides key concepts and expertise towards the development of long-term strategies to ensure timeliness, compatibility, and integration with overall IT back-end infrastructure ensuring software compatibility and sustainability.

Acts as technical lead and participates in committees and work groups across areas and departments to address specific projects and issues.

Provides escalated IT Infrastructure expertise by analyzing, troubleshooting network and technology infrastructure issues and identify alternate solutions and recommendations for corrective measures.

Assists Network Analysts and support staff with complex troubleshooting.

Disaster Recovery & Business Continuity Design and Solutioning

Ensures the availability of all critical corporate infrastructure technologies and highly sensitive data such as Financial Systems, Microsoft Messaging, mobile device management services and all externally public facing systems hosted at and for the City.

Develops the architectural design and implementation of complex enterprise disaster recovery plans in accordance with established recovery time objectives and recovery point objectives.

Identifies vulnerable areas within the City's critical infrastructure functionalities and provide/execute on those recommendations.

Recommends and implements disaster avoidance and business impact reduction strategies.

Directs and coordinates staff and other departmental key staff for testing of disaster recovery strategies.

Datacentre Administration Design & Strategy

Evaluates, designs and specifies, new solutions for the City's technology infrastructure including, but not limited to, Networking, Data Centre, and security technologies.

Develops test plans for new technology architecture.

Champions network design for the City's datacentres leveraging the converged WAN/LAN while developing the guiding principles and framework which establishes network and integration standards, and continuous improvement methods.

Works with the Security & Technology section in IT to design network solutions for the City or external stakeholders, ensuring the integrity, security, and safeguarding of data is completed by working with the Security & Technology best practices to ensure availability and confidentiality of data, to mitigate data leakage risks, or exposure of the City's network and server systems internally or externally.

Analyzes, designs, makes recommendations, and works with network analysts to maintain and administer the network infrastructure and application components.

Designs solutions with data and system availability in mind, to ensure that adequate network and internet bandwidth is available. Ensures that there will not be any restrictions to daily operations through any traffic bottlenecks within the City of Hamilton's network infrastructure by instituting redundant, failover, and high-availability solutions where required.

Accountable for the network design, evaluation, integration, and sustainment of all internal and public facing presence of the City of Hamilton's organizational infrastructure.

Tier 3 level support for the operability and high availability of City I.T infrastructure 24x7x365 of all network related services and applications.

Leads the research on emerging products, services, protocols, and standards in support of contingency planning and development efforts and recommends technologies that will increase cost effectiveness, systems flexibility, integrate seamlessly into the enterprise environment.

Works with IT teams, business partners, external parties and stakeholders to understand customer needs to ensure new network requirements are properly understood, scoped, and architected.

Capacity planning and continuous improvement; monitor consumption patterns/trends in the City's technology infrastructure, to recommended improvements for reliability and capacity while reducing or maintaining manual administration and cost.

Stays current with industry best practices and changes or advances.

Works in accordance with the City of Hamilton's Corporate and IT policies, processes and procedures; contributes to the creation and sustainment of technology frameworks and architectures and tools.

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

May be required to perform duties or assigned tasks after business hours as directed by the supervisor.

May be required to work within the on-call rotating schedule as directed by the supervisor.

QUALIFICATIONS

1. University degree in Information Technology, Computer Science, related discipline or equivalent combination of education and experience. Post secondary courses in computer security, Azure M365, cloud datacentre architecture would be an asset.
2. VMware Datacentre Certification (VCP-DCV – VMware Certified Professional - Data Center Virtualization) Required.
3. ITIL Foundation certification.
4. Minimum 5 years' experience in Information Systems and Technology in a medium to large sized data center and network security and design environment.
5. Microsoft products, such as Windows Operating Systems, Messaging and Collaboration, Office Productivity Suites, Security Product Suites, Network appliances and technologies i.e. CISCO, VMWare Virtual Infrastructure such as ESXi, ESX, and VDI, Enterprise wireless products such as Cisco controllers, Access Points and monitoring solutions, and Enterprise storage and IaaS/PaaS/SaaS solutions (Fibre attached SAN's & Office 365).
6. Progressive responsible experience in disaster recovery planning.
7. Virtualization platform knowledge including VMWare Virtual Infrastructure, Microsoft Hyper-V, Citrix Xen and VDI
8. In-depth knowledge of data centers and networking environments, with business continuity and disaster recovery planning.
9. Enterprise backup solutions using Cohesity and Veeam backup technologies
10. Enterprise storage solutions using Fibre attached SAN, iSCSI, NAS and Direct Attached storage with demonstrated advanced knowledge of Storage Technologies relating to SAN switch zoning, NAS and DA Storage configurations
11. Demonstrated experience defining system requirements and preparing specifications and architectural designs for the integration, implementation and support of communications technologies into the existing network infrastructure
12. Superior knowledge of MS-Visio with the ability to create large complex multi-layered Layer 2 & 3 diagrams and network and application/technology flow diagrams.
13. Demonstrated organizational skills along with excellent documentation and report writing ability.
14. Ability to be flexible with work schedules for updates and installations of hardware/software products.

15. Well developed communication skills. Demonstrated ability to communicate with internal, external staff.

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