

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(INFORMATION SERVICES DIVISION – VOICE & INFRASTRUCTURE - LOCATION - 55 YORK BLVD., 6th FLOOR)

NETWORK ANALYST I – VOICE & INFRASTRUCTURE

SUMMARY OF DUTIES

Reporting to the Supervisor, Infrastructure & Operations, the Network Analyst I – Voice & Infrastructure designs, builds, installs, and implements network systems across the municipality to meet the functional objectives of the business. This includes mobile computing/wireless technology, network infrastructure, internet services, and disaster recovery across the City's divisions. The Network Analyst I – Voice & Infrastructure is primarily focused on projects and project related activities but also provides day-to-day operational support as required. Leads and execute activities which result in the resolution of daily issues and/or incidents.

The Network Analyst I configures and troubleshoots the City's converged network and maintains LAN/WAN/wireless and VoIP Telecommunications operations by working with network facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes 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.

GENERAL DUTIES

Performs configuration, maintenance, troubleshooting, monitoring and day-to-day administration of the City's Cisco Enterprise Wired (converged) Network, including performing system upgrades.

Plans, configures and verifies the implementation of complex enterprise switching and router solutions, local area network (LAN) and wide area network (WAN) , wireless networks routing solution; implements virtual LANs (VLANs), switch security features including port security, storm control and authentication, authorization, and accounting (AAA) services in the City's network.

Serves as a technical lead for assigned enterprise infrastructure platforms running a variety of operating system software in both physical and virtual environments; installs, configures, tests, integrates and administers systems.

Liaises with equipment vendors during installations, acquisition negotiations, and hardware performance issues.

Assists in design and support of network and telecommunications infrastructure and its associated software, call management systems, voice mail, interactive voice response, and video conferencing systems.

Monitors and identifies capacity and performance issues for network and telecom traffic to ensure continued, uninterrupted operation of network and telecom systems.

Assists in developing, implementing, and maintaining policies, procedures, and training plans for network and telecommunication system's appropriate use.

Remains current on new products, services, protocols, and standards in support of network and telecom systems development and equipment procurement. Performs testing; provides recommendations.

Performs wireless site surveys using the latest site surveying equipment and application suites. Designs, configures the support of outdoor wireless bridges.

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.

Ensures system security, disaster response and recovery processes are followed.

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

Maintains, monitors and updates telecommunications, network and WiFi infrastructure and associated applications including but not limited to call processing, voicemail, ACD queue applications and WiFi controller management.

Plans, procures and maintains network cabling infrastructure including site wiring, T1, Ethernet and fibre cabling.

Act as a mentor/technical lead to other team members, develops documentation and coaches staff on technologies and systems.

Researches, analyzes and implements software patches and/or hardware changes to fix identified network 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.

Procures network infrastructure components abiding by purchasing and departmental policies and procedures. Assists in selecting vendors by providing input in evaluation of responses to RFP's/RFQ's as requested.

Selects, develops, integrates and implements network management applications for Internet components

Works closely with other Information Technology teams to ensure efficient delivery of both operational and project activities.

Maintains up-to-date technical knowledge. Evaluates and makes recommendations to IT Management on new technologies, equipment, processes and standards for network and 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.

May be required to work extended hours to complete system maintenance and upgrades. Provide on call support in a 24/7 days/week environment.

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 installing/configuring network components including switches, routers and wireless controllers using Cisco IOS or Cisco Enterprise Wired Network.
4. Experience configuring, installing and maintaining a Cisco Unified Communications environment.
5. Demonstrated skills in analysis, capacity planning and logical troubleshooting.
6. Cisco training and/or certification an asset
7. Knowledge and understanding of project management principles.
8. Working knowledge of networking systems (DNS, WINS, Active Directory), protocols, and standards such as Ethernet, LAN, WAN, DSL, TCP/IP, T1, 802.11x and Fibre Optics.
9. Working knowledge of client/server and operating systems including with Windows Operating System (XP, Server 2003/2008 and working knowledge of Linux).
10. Experience configuring and maintaining anti-virus software, firewalls, intrusion detection systems and other network security measures.
11. Working knowledge of virtual technologies, including VMware.
12. Working knowledge of email technologies, including SMTP and Exchange Server.
13. Working knowledge of relational database management system software (ORACLE, SQL Server along with Microsoft Access) and SQL (Structured Query Language).
14. Knowledge of the ITIL standard.
15. Strong understanding of the organization's goals and objectives.
16. Ability to work in a team-oriented, collaborative environment.
17. Proven leadership, highly self motivated and directed.
18. -Able to prioritize and execute tasks in a high-pressure environment.
19. Strong interpersonal skills, oral communication skills, and proven analytical and problem-solving abilities.
20. Ability to conduct research into network and telecommunications issues and products.
21. Lifting and transporting of moderately heavy objects, such as network and telecommunications equipment and peripherals.
22. Must possess a Class G Drivers' Licence.

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
