



JOB DESCRIPTION

TITLE: SENIOR TECHNICAL SUPPORT SPECIALIST, NETWORK

DEPARTMENT: Information Technology

LEVEL: 14

Position Last Evaluated: Dec 2014

Job Desc. Last Updated: Oct 2015

JOB SUMMARY

Under the direction of the Manager, IT Technical & Client Services, the incumbent implements and supports the City's mission-critical business applications, technical infrastructure, and physical and logical security. The incumbent researches, installs, or oversees the installation of microcomputer, network, and communication hardware, repairs, upgrades, and maintains computer hardware, documents, tests, and implements computer operating systems, programs, and applications, and assists user staff in the effective use of computer systems and facilities. The incumbent will be responsible for the day-to-day operation and maintenance of the computer network. The incumbent will plan, estimate, and institute changes and improvements of systems management and security policies, and will be required to deploy these technical solutions. The position will require the incumbent to design and develop special projects.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Researches, provides/obtains cost estimates, builds, installs, configures, troubleshoots, tests, repairs, monitors, and supports work stations, servers, and Local and Wide Area Network infrastructure including, personal computers, peripherals, hardware, and network components. Installs and configures operating systems and applications.
2. Designs solutions, coordinates projects, and supervises contractors and consultants engaged in the support and implementation of computer system infrastructure. Designs, manages, and configures VLans, DMZ's in firewalls, and network switches, applying industry standard security principles

TYPICAL DUTIES AND RESPONSIBILITIES cont.

3. Provides support to clients and systems staff by identifying problems with system hardware and/or software components primarily as they relate to network and hardware, and secondarily to general operational needs. Assists staff in the use of the City's computer systems and applications.
4. Provides orientation and training to new and temporary staff. Develops and implements training materials for new or upgraded systems.
5. Plans and performs system administration duties, including monitoring, coordinating, and setting security access, software execution rights and priorities, network performance, and equipment and data allocation. Provide support and administration for all aspects of the Firewall and associated security infrastructure.
6. Responsible for handling, maintenance, performance, and execution of centralized and decentralized tape and file system backups. Responsible for testing, logging, implementing, and documentation of restoration of data from said systems.
7. Maintains computer equipment and software by using effective diagnostics, planning and organizing preventative maintenance procedures and schedules, and coordinating, establishing, and maintaining machine environments.
8. Provides project management delivery to other City departments with projects that require expertise and interconnectivity to the City network. Assigns tasks to project team members, monitors progress, reports on project status. In special cases, undertakes the ongoing maintenance of systems on behalf of the project sponsor department.
9. Performs business analysis to ensure efficient delivery of infrastructure services. Consults with users regarding current business processes, investigates and presents options to user departments, and makes recommendations.
10. Installs, troubleshoots, and maintains documentation on network wiring connections such as data terminations, jacks, patch panels, and hubs.
11. Designs, installs, upgrades, and maintains the Corporate email and communications services, including email, video conferencing, instant messaging, Blackberry and other personal devices, and the servers required to support them.
12. Designs, installs, upgrades, and maintains the remote communication systems communicating on 3rd party communication providers, allowing staff individuals to work from home or remote locations.
13. Other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Extensive knowledge of the methods, principles, practices, and capabilities of computer and network hardware, software, operating systems, and of the practices and procedures used in the operation of microcomputer equipment and software applications.

Knowledge of computer network concepts and administration, specifically, TCP/IP and Internet principles, Windows Server OS, SCSI/RAID, iSCSI, FibreChannel hardware technologies, and network application software and tools.

Thorough knowledge in one or more areas of specialization related to the City's technical infrastructure, equivalent to Microsoft MCSE, Citrix CCP, VMWare VCP, NetApp NCDA, Commvault CCP, Check Point CSA, F5 CA or similar programs.

Knowledge of the characteristics, capabilities, and operation of computer and telecommunication devices and peripherals.

Knowledge of the British Columbia *Freedom of Information and Protection of Privacy Act*, particularly as it relates to technical infrastructure and the requirement to ensure security of personal information.

Ability to establish priorities, plan projects, and schedule resources and work assignments of self, consultants, and project team members.

Ability to adapt and learn new ideas, principles, and concepts in a dynamic ever-changing technical environment.

Ability to communicate with tact and diplomacy to handle communications and contacts of a difficult or specialized nature.

Ability to establish and maintain effective working relationships with a variety of internal and external contacts.

Ability to work varied hours as necessary to meet the requirements of the position.

Strong oral instruction and technical writing skills.

Basic batch programming ability in environments such as Powershell, Cscript, MS Batch, etc.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Diploma in Applied Information Technology from an accredited technical institute.

A minimum of 5 years' experience designing, implementing and supporting core IT technical infrastructure (e.g. core networking, backups, remote access, virtualization, SAN, security, email/messaging, directory services).

Or an equivalent combination of education and experience.

Possession of a valid British Columbia Class 5 Drivers' Licence.

Satisfactory Criminal Record Check.

GENERAL STANDARDS

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes in maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.