

# IT Infrastructure Analyst (Temporary, 12-month contract)

## Why Guelph?

When you join the City of Guelph, you join a team of over 2000 employees who deliver services the community relies on every day. Together, we are bringing to life Guelph's vision of an inclusive, connected, and prosperous city where we look after each other and our environment. As a single tier municipality, we offer a variety of occupations and career specialities within our organization. Guided by the goals and objectives of the Future Guelph: Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision for an inclusive, connected, prosperous city.

## What we offer

We offer competitive wages and comprehensive benefits to meet the needs of our diverse employees. Many of our positions offer:

- Paid vacation days, increasing with years of service
- Paid personal days;
- Hybrid and flexible work arrangements;
- Defined benefit pension plan with OMERS, including 100-per-cent employer matching;
- Extended health and dental benefits, including Health Care Spending Account;
- Employee and Family Assistance Program;
- Parental leave top up program;
- Learning and development opportunities including tuition assistance
- Employee recognition programs.

## Position overview

Our Information Technology department is seeking an IT Infrastructure Analyst. Reporting to the Supervisor, IT Infrastructure, this role will play a crucial role in maintaining and optimizing the organization's network and infrastructure. Your responsibilities will span various technical areas, including system administration, network management, and support. You'll collaborate closely with other IT Infrastructure specialists and escalate complex issues to the senior technical team members.

## Key duties and responsibilities

- Provide day-to-day support and troubleshooting related to network and infrastructure issues. This involves diagnosing problems, resolving IT tickets and other technical issues, and escalating complex problems to senior network and server specialists when necessary.
- Regular maintenance of network devices, servers, virtualization environment and other infrastructure components. This includes monitoring performance, applying patches, and ensuring system reliability.

- Administer and manage Active Directory services, user accounts, DNS records, DHCP service and security policies.
- Monitor backup and perform operational tasks related to data backup and restore.
- Monitor virtual and physical Windows and/or Linux servers, including OS updates, security patches, server health, respond to alerts and performance tuning.
- Maintain accurate documentation of network configurations, diagrams, web content procedures, and troubleshooting steps.
- Generate regular reports on system performance and incidents.
- Work alongside Server and Network Specialists on IT operations projects.
- Assist in planning, implementing, and testing network upgrades and enhancements.
- Other duties as assigned.

## Qualifications and requirements

- Completion of post-secondary education in Computer Science, or a related discipline.
- Considerable experience with the administration and maintenance of network and IT infrastructure (including hardware, monitoring tools, AD, VMware, and Azure).
- Proficiency in managing and configuring Active Directory services, including user accounts, group policies, and security settings.
- Experience in handling IT support tickets, prioritizing tasks, and providing timely resolutions.
- Knowledge of Cisco networking equipment, protocols, and configurations.
- Excellent analytical skills with the ability to identify problems and make recommendations.
- Ability to communicate effectively with all levels of staff and stakeholders.
- Ability to work well under pressure, complete multiple assignments and function effectively in a high-volume workplace with tight deadlines.
- Ability to work both independently and in a team environment.
- Certification in the current VMware server virtualization platform would be an asset.
- Certification in Microsoft 365 administration would be an asset.
- Candidates with an equivalent combination of education and experience will be considered.

## Hours of work

35 hours per week Monday to Friday between the hours of 8:00 am and 4:30 pm. On-call responsibilities to address urgent network or infrastructure issues outside of regular working hours (evenings, weekends, and holidays) will be required. This position is eligible for hybrid and flexible work arrangement options (as per current corporate policy).

## Pay/Salary

Non-Union Grade: 4: \$40.16- \$50.20 per hour

## How to apply

Qualified applicants are invited to apply using our **online** application system by **May 12, 2024**. Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered.

Please visit the job posting listed on our City of Guelph [careers page](#) and click on the "Apply for this job" button. Instructions will follow.

The City of Guelph is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive workplace where employees feel welcome, valued and engaged. Our employment policies strictly prohibit all forms of discrimination on any of the grounds in relevant laws. All employment practices are solely based on individual merit, qualifications, and organization's needs at the time. In keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, we are committed to working with and providing reasonable accommodation for qualified individuals in our job application procedures. If you need an accommodation in order to participate in the hiring process, you may contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.