

DEPARTMENT:	HR & IT	STATUS:	Full-Time
NO. OF POSITIONS:	One	UNION:	CUPE, Local 387
HOURS OF WORK:	8:30 am – 4:30 pm	SALARY:	\$46.07 to \$54.44 hourly plus comprehensive benefits package

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 84,000 residents. It is a city rich in history with a viable and thriving economy, a population representative of the diversity of the region, and is staffed by talented and dedicated employees who work together to achieve its strategic vision. The City of New Westminster has earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

The City of New Westminster is looking for an outstanding candidate to join its Information Technology division in the role of Network Analyst. The successful candidate will be responsible for various aspects of the city's systems, including performing a variety of systems administration tasks; installing and configuring hardware and software; investigating and resolving escalated infrastructure-related issues; and working collaboratively with the Service Desk and IT Infrastructure Team staff.

Objectives of the Role:

- *Help maintain high levels of availability, currency, and service delivery of the server, storage, Microsoft and cloud infrastructure
- *Provide advice and assistance in the transition to Microsoft 365 and cloud environments
- *In collaboration with the System and Network Administrators, ensure cyber security and privileged account management practices are implemented and followed
- *Understand stakeholder needs and develop system solutions and refinements that efficiently deliver services on project initiatives

Duties and Responsibilities:

- * Provides tier 3 network and systems support to the user community
- * Conducts upgrades, maintenance, patches, and other activities relating to systems
- * Monitors the efficiency and effectiveness of the City's computer network and to implement remedial actions
- * Automates routine tasks, using scripting languages such as PowerShell
- * Maintains effective and collaborative working relationships with stakeholders, consultants, and users
- * The more complex and system related problems are referred to network/systems administrators or to a vendor

Examples of Work:

- * Performs system administration and operational duties in support of the network and servers
- * Monitors and analyzes network performance
- * Recommends strategies to enhance efficiency and effectiveness
- * Investigates, troubleshoots, documents, assesses, and resolves network infrastructure problems; refers major and unresolved problems to a supervisor, vendor or technical specialist and, as required, follows up on such matters
- * Serves as project coordinator on a variety of assigned technology projects related to the network, system and infrastructure
- * Provides advice and assistance to users and Service Desk staff in the use of software and recommends or implements solutions or alternatives

Skills and Qualifications:

Must have - minimum completion of a two year diploma in computer sciences or related discipline at an accredited institute of technology or community college including courses related to network and communications systems technology, plus a minimum of three years of experience; or an equivalent combination of training and experience. Preference will be given to individuals who have server/cloud and networking support experience.

- *Strong knowledge and experience with some of the following technologies:
- *Microsoft Active Directory, Exchange Server, SharePoint, Azure/M365, PowerShell, MS Teams
- *Windows Server 2016/2019/2022
- *VMware vSphere/vCenter 8.x

- *Network switching/routing, IP telephony, firewalls
- *Cyber Security fundamentals, EDR/MDR platforms, email security suites
- *Endpoint management (SCCM, Intune)
- *Remote access platforms (F5 Big-IP, RDS) (nice to have)
- *Backup and Recovery platforms
- *Ability to investigate, document, assess and resolve operating system, server, printer and network hardware problems
- *Ability to install and configure hardware and software on servers, printers and networked servers
- *Ability to evaluate hardware and software and make recommendations regarding the acquisition and application of products
- *Ability to assist in development and implementation of network and communications hardware, capacity plans, back-up methodologies, disaster recovery strategies and VOIP systems
- *Ability to communicate effectively orally and in writing and to establish and maintain effective working relationships with internal and external contacts
- *Ability to work independently and establish work priorities
- *Ability to provide leadership on a variety of assigned technology projects
- *Physical ability to lift equipment (up to 30 lbs) is required
- *Ability to work at non-standard hours (early morning and evening) to perform IT infrastructure maintenance, as required
- *Ability to respond to network emergency support after hours, as required

What we offer:

- *Work-life balance - 35 hour work week including a hybrid of remote and in-office days, vacation, and an optional compressed day-off program
- *Health and wellness - comprehensive benefits, plus other wellness-focused programs and benefits
- *Retirement benefits - including the Municipal Pension Plan (Defined Benefit Pension)
- *Career development – on-going learning, leadership development, and education development program

Apply with your resume and cover letter in one document at www.newwestcity.ca/employment

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

*New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples.
It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.
We are learning and building relationships with the people whose lands we are on.*