Job Title: Network Analyst

Requisition ID: 2786

Affiliation: CUPE Municipal

Position Type: Permanent Full Time

Number of Openings: 1

Bi-weekly Working Hours: 70 hours bi-weekly

Shift/Work Schedule: Monday to Friday (subject to change)

Division/ Branch: Corporate Services, Information Services

Job Location: Fort McMurray

Pay Level: PL14

Start Rate: $ 54.99

Permanent Rate: $ 64.77 (Permanent rate effective after completion of probation)

COLA: Bi-Weekly - $480

Posted (dd/mm/yyyy): 11/06/2024

Closing Date (dd/mm/yyyy): 19/06/2024

Posting Type: Internal and External

GENERAL DESCRIPTION:

Under limited supervision, the Network Analyst monitors network traffic to identify problems and performs diagnostic and remedial procedures to ensure the network is operating at optimum performance and is accessible to users in a 24/7 environment. This position provides first-line and second-line support for users and Information Technology services staff.

RESPONSIBILITIES:

- Supports, installs, maintains, and troubleshoots PCs, servers, and various network and communication equipment (i.e., wireless, firewall, and fiber).
- Installs, maintains, monitors, and performs preventative maintenance on computing and associated communications systems and mobile data terminals.
- Maintains history of equipment and software control logs to ensure equipment is current and is competitive with changing environment and technological advancement.
- Maintains backup software and hardware equipment to ensure data recovery.
- Administers, manages, and troubleshoots VoIP system, and traditional analog phone system.
- Provides network security administration and troubleshooting by using firewall as well as content filtering appliance.
- Designs and implements remote access network by using site to site and SSL VPN.
- Configures and installs building environmental network devices for monitoring in remote sites.
- Administers and troubleshoots (Load Balancer devices).
- Directs daily activities of various technology contractors, as per the needs of a project or ticket.
- Maintains and troubleshoots the wireless system throughout the Municipality's buildings, including at remote site locations.
- Provides support to end users by investigating, troubleshooting, resolving, and documenting their issues by using ITSD ticketing system.

- Participates in network-oriented projects including but not limited to the addition of new facilities, technology, and infrastructure.
- Monitors Internet and network bandwidth utilization on a regular basis.
- Monitors, logs, and reports any malicious actions caught through the firewall.
- Researches and maintains documentation and provides recommendations for replacement, upgrades, or elimination of existing hardware equipment and software applications, within budget.
- Provides information and technical advice concerning the condition of the network infrastructure.
- Monitors and controls network (intrusion and detection) using network tools and services, i.e., firewall, firepower.
- Reviews and ensures network optimization by reviewing configuration and designs for improvements to performance and speeds, and resolves reported network issues.
- Performs other related duties as required.

QUALIFICATIONS

KNOWLEDGE, SKILLS, AND ABILITIES:

- Solid working knowledge of Cisco switches, firewalls, and other networking equipment.
- Proven ability to read and understand a variety of complex technical manuals.
- High degree of precision and accuracy in documentation and investigative procedures.
- Ability to respond to network malfunctions by diagnosing the problem and initiating appropriate remedial procedures and repairs.
- Ability to work independently and to effectively schedule work to meet service demands and minimize disruption to users.
- Maintains professionalism and ability to work well under pressure.

EDUCATION AND EXPERIENCE:

- Diploma in a computer science, or another related Diploma program with an emphasis on networks and information security.
- Cisco Certified Network Associate (CCNA) certification is required.
- CCNP certification is preferred, and CISSP/ CISA/ CISM/ CCSP are also considered assets.
- Three (3) years of direct experience with Cisco networking solutions.

OTHER REQUIREMENTS:

- Ability to provide a Criminal Record Check.
- A Class Five (5) Operator's License is required.
- Pre-employment testing may be required as part of the interview process.
- Travel to rural areas within the Municipality on occasion, which may include overnight stays.

SAFETY:

As an employee of the Regional Municipality of Wood Buffalo, the incumbent is responsible for understanding and actively participating in the RMWB's health and safety management system, and complying with all policies, practices, and procedures. All employees must take reasonable care to protect the health and safety of themselves and others, as well as immediately report any concerns, near misses, incidents, and hazardous conditions to their supervisor.

To apply: Please visit our website at jobs.rmwb.ca
Current employees must apply through the internal careers site.
We appreciate the interest of all applicants; however, only those individuals
selected for interviews will be contacted. Late applications will not be accepted.