



Position Network Analyst (12 Month Contract)
Department Corporate Services Department

Position Summary

Reporting to the Manager, Technology Infrastructure & Client Support, this position will team with other Network Analysts and Support Technicians to deliver consistently exceptional services to our clients. This role is responsible for design recommendations and maintenance of network architecture, process documentation and application software including but not limited to Exchange, Citrix, Storage Area Networks, Servers, Data Centers, Firewalls, Load Balancers, Wireless components, Hypervisors and phone systems. Installation, configuration, and management of networked information systems and connectivity at various client sites, and client support. In addition, this position acts as a subject matter expert for systems administration and device configuration and support.

Key Responsibilities

- Configure and maintain network and server setup and configurations processes on Windows platforms and network hardware.
- Evaluate requirements, validate designs, plan projects, and prioritize tasks for maintenance / configuration of data networks, physical network infrastructure and telecommunications systems.
- Assess and recommend improvements to enterprise equipment patching and maintenance.
- Help research, test, and develop solutions for both corporate IT and clients.
- Assist Development and implementation of policies for network asset management, including maintenance of network component inventory, related documentation, and technical specifications information.
- Validate and implement any improvement, modification, or replacement of network infrastructure components.
- Contribute to planning budgets for network hardware and software procurement.
- Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts.
- Interact with vendors, outsourcers, and contractors secured for network products and services support.
- Contribute to the development and implementation and enforcement of policies, procedures, and associated training for network resource administration, appropriate use, and disaster recovery.
- Contribute to the execution or modification of connectivity and uptime service level agreements.
- Monitor and analyze network performance across the organization's LANs, WANs, and wireless deployments.
- Ensure the stable operation and efficient performance of company networks, applications and telecommunication systems.
- Monitor system capacity to determine its effect on performance, and recommend enhancements to meet new or changing network demands.
- Identify and remedy network performance bottlenecks.
- Configure and troubleshoot servers, including e-mail, print, and backup servers and their associated operating systems and software.
- Configuration, performance baselining and maintenance of the storage area network (SAN), servers, routers, switches etc., that comprise the local and wide area networks
- Manage, maintain and monitor Data Center environment and contribute to the IT server / infrastructure replacement strategy.
- Ensure continuous delivery of technical services through monitoring of systems, programs, and equipment performance.
- Ensure equipment, software, security policies and practices adhere to applicable laws and regulations.
- Responsible for maintaining systems that maintain 24/7 communications for Town wide operations including Fire department and 911 services, and protect and secure sensitive taxpayer continuity and disaster recovery for all Town services.
- Manage the administration, configuration and maintenance of all computer security systems and their corresponding or associated software, including firewalls, intrusion detection systems, cryptography systems, and anti-virus software.
- Remain informed on trends and issues in the security industry, including current and emerging technologies.

Education and Experience

- Diploma from a recognized college in computer science, engineering, or information technology.
- 3 to 5 years' implementation, configuration and maintenance of enterprise systems and applications.
- Experience in Load Balancing; ability to troubleshoot load balances applications at all layers
- Experience in design/architecting/configuring/management of complex Networking, SAN Storage, Servers, Firewalls and O365.
- Technical experience with systems networking, databases, firewall configuration, and user support.
- Exposure to Project Management principles and active projects as well as SIEM exposure and / or experience is an asset
- MCITP
- CISSP, MCSE, CISM, GIAC, VMWARE VCP, CITRIX, ITIL is preferred
- Extensive experience of data processing, hardware platforms, enterprise software applications, and outsourced systems, including Windows 200x Server/Active Directory, VMware, Citrix, Microsoft Exchange, HP Storage Area Networks, HP Synergy Blade Technology, Network / Security Administration, Microsoft Architecture, Disaster Recovery and Business continuity best practices. Firewalls, active logging systems and Intrusion Protection systems.
- Excellent knowledge in TCP/IP, Internet and wireless protocols
- Sound knowledge of Networking, routing, Vlans, Network Security, Server Security and audits (PCI etc.), storage systems and Virtualization technologies and concepts
- In-depth knowledge of HP LAN / WAN technologies, routers, switches, DNS / DHCP, Blade systems, Wireless LAN, QoS, (Voice / Video / routing protocols / network management)
- Extensive experience designing, configuration & management of O365 suite.
- Passion to constantly seek improvement in technology solutions.
- Attention to detail
- In-depth knowledge of applicable laws and regulations as they relate to technology issues.
- IT Datacenter management and maintenance
- IT Security configuration exposure
- Proven ability to execute technical projects, ensuring timely task management as well as communication.
- Strong aptitude in self-motivation and teaming with other peers in working towards a common goal.
- Excellent knowledge of technology environments, including telecommunications, networks, programming, media, and desktops.
- Solid understanding of computer systems characteristics, features, and integration capabilities.
- Demonstrated ability to apply technology solutions to business problems.
- Exposure to project management principles.
- Aptitude for planning, organization, and self-development.
- Knowledge of VOIP and telecommunications is an asset

Salary Range: \$84,493 - \$105,615 (based on a 35-hour work week)

Interested applicants should apply online at www.milton.ca under the Employment Opportunities section. The job posting closes at 12:00 am on February 26, 2025. Interested applicants, please ensure to apply by **11:59 pm on February 25, 2025.**

If you are currently employed with the Town of Milton, please apply internally through the Jobs Hub app of your Workday account in order for your application to be processed as an internal applicant.

In accordance with the Freedom of Information and Privacy legislation, applicant information is collected under the authority of the Municipal Act and will be used strictly for candidate selection.