Employment Opportunity

NETWORK & SYSTEMS ANALYST, PERMANENT FULL-TIME

Location: Lac La Biche, Alberta (Work On Site/No Remote Option)

Are you interested in working for a progressive organization that supports its employees and promotes a healthy work culture? Are you looking for work life balance, and do you love spending time outdoors and being one with nature? Apply now for an opportunity to work at the Lac La Biche County. We want you to join our team!

Lac La Biche County is rich in lakes, parks, and outdoor experiences, and home to some of Alberta's top industries. Lac La Biche County is a beautiful, prosperous community for people to visit, live, work and play. We have more than 150 lakes and 100 beaches, camping opportunities, and an excellent hiking trail system. Pair that with modern amenities like the Bold Center, future Aquatics Centre, schools, parks, community activities, sports and cultural activities, local community groups, and downtown shopping area, it's no wonder that Lac La Biche County is an ideal cabin and adventure area for County residents and visitors from nearby communities and international tourists!

The Organization: Lac La Biche County is an organization driven by principles surrounding Excellence, Communication, Safety and Wellness, Collaboration, and Environmental Sustainability. Our employees enjoy the charm of working in the Lakeland Region, away from the hustle and bustle of the big city while still being able to enjoy a diverse, fast paced and fulfilling work environment. Our community is known to be one of the most diverse and unique communities in Alberta. Not only is it rich in history and culture, but it also surrounded by forests, parks, lakes, and golden sand beaches!

We continuously strive to remain an employer of choice by offering a strong health and safety program, competitive pay, amazing benefits, opportunities for professional development, as well as many wellness initiatives that support a work life balance. We also take pride in maintaining high standards surrounding equity, diversity, and inclusion in our workplace.

For more information on Lac La Biche County check out these links: Lac La Biche County - Home and Tourism - Home

Want to be a part of our County team? We are actively searching for an IT professional to fill this position!

Position Overview:

Reporting to and under the general direction of the Supervisor, IT, the Network and System Analyst provides quality and timely delivery of services within their area of responsibility. This role is a hands-on role required to be onsite. This includes planning, configuration, installation, and maintenance of the County's network and server (virtual and physical) infrastructure, including local and wide area networks, internet connections, telephone systems, and wireless links. This role is responsible for ensuring stable operations and optimal performance of services. The incumbent provides professional and technical expertise in conjunction with exceptional customer service and timely resolutions to incidents and emergency situations.

Reporting to the Supervisor, Information Technology, the Network and System Analyst:

- Contributes to the design, planning, configuration, installation, maintenance, and monitoring of all information technology infrastructure. This includes complex, business critical systems.
  - Datacenter power and environment, virtual and physical servers, storage systems and associated software and services.

- o Network infrastructure including LAN, WAN, Internet, tower equipment, wireless, and firewall systems.
  - o Communications systems including telephone system / VOIP, email, and 2-way radios.
  - o Management of cloud services such as Microsoft 365 / Azure.
- Provides tier three level support to other analysts, co-workers, and customers.
- Provides end user training and sharing of knowledge with other employees and contractors.
- Maintains documentation, knowledge base articles, and network diagrams.
- Provides advice by collaborating with coworkers.
- Ensures system security, availability, and uptime by implementing and performing recommended vendor and industry best practices.
- Assists with department processes by developing custom scripts, software, and tools.
- Assists with research, recommendations, budget planning, analysis, and execution.
- Aids with the design, configuration, management, and testing of data recovery processes including the protection of infrastructure and data; supports disaster recovery plan and performs regular
- testing; monitors system backups and retention.
- Participates in County Committees appropriate to the role.
- Maintains excellent customer service with colleagues, customers, members of Council, local stakeholders, and the public.
- Fosters a positive work culture and assists with continuously improving the County culture.
- Models' safety in the day-to-day operations of department.
- Other related duties as assigned.

Preferred Qualifications and Skills:

The ideal candidate is an experienced IT professional that brings added value to the IT Team and works effectively with employees and external stakeholders. While the following qualifications are preferred, Lac La Biche County also welcomes candidates with transferable skills and a demonstrated willingness to learn:

- Degree or Diploma in Information Technology, or related field.
- 3+ years of direct experience with increasing responsibility
- CCNA (Cisco Certified Network Associate) certification or must be able to achieve within 1 year.
- Industry recognized technology certifications such as ITIL Foundation, Microsoft 365, Azure, Cyber Security, etc.
- Knowledge of local government or public sector practices and procedures.
- Superior knowledge of:
  - o Virtual servers, preferably Microsoft Hyper-V
  - o Cisco IOS and Nexus, Ruckus, HPE and other enterprise network equipment.
  - o Wireless technologies including access points, PtP and PtMP
  - o Network monitoring systems (Solarwinds, PRTG, etc)
  - o NAS/SAN storage systems.
  - o Windows Server and SQL Server.
  - o Desktop support and troubleshooting including Windows 11 and future versions.
  - o Mobile device support and management using Intune, AirWatch/Workspace ONE or other.
  - o Citrix virtual applications and desktops
  - o Palo Alto firewalls
  - o Microsoft Office 365 / Azure including Microsoft Exchange, SharePoint, etc.
  - o Scripting (PowerShell, Bash, etc.) and programming languages (C#, SQL, ASP.NET, etc.)
  - o AFRRCS 2-way radio systems.
- Ability to remotely support and troubleshoot problems with non-technical users over the telephone.
- Working knowledge of an IT department ticketing systems and other related IT infrastructure.
- Excellent interpersonal skills including tact, good judgement, and political sensitivity.
- Ability to maintain constructive relationships with internal and external stakeholders.
- Excellent conflict resolution skills.
- Good time management skills, ability to organize tasks to meet service delivery goals..

- Excellent communication skills (oral and written).
- Ability to effectively provide technical information and advice to all levels within the organization, members of council, customers, members of the public, and stakeholders.
- Self directed with ability to work cooperatively with others.
- Ability to work with variable work loads and produce timely and accurate documentation.
- Analytical ability and problem-solving skills.

Position details:

Status: Permanent Full Time
Days & Hours of Work: Based on a 35-hour workweek, typically Monday-Friday 8:30 a.m. to 4:30 p.m. plus on-call rotation. May require evenings or weekends for special events or projects.
Working Conditions: Physical office setting, but also involves working at various County facilities, as well as, outside at heights as required.
Salary: $75,056.80 to $96,369.00 annually ($41.24 - $52.95 hourly)

Comprehensive benefits and pension package:

- Municipal (LAPP) pension
- Sunlife extended health and dental (100% employer paid)
- 15 days accrued vacation; 12 days personal health leave
- Long term disability and life insurance
- All access pass to Bold Multiplex and Pool
- Employee & Family Assistance Program (EFAP)
- Training and professional development opportunities
- Active Social Committee, Green Committee and Focus Indigenous Committee
- Moving Allowance
- Work life balance and lake Life

Closing Date: Open until suitable candidate is found

If this sounds like you, please submit your cover letter and resume, quoting Competition #48-NWA-25 Network and System Analyst.

If applying outside of our Lac La Biche County website, interested candidates are invited to submit their resume by clicking on the following link: https://llbc.startdate.ca/

Candidates from this competition may be used to fill future vacancies at the same classification level within the next 6 months.

 We thank all interested applicants; however, only applicants selected for an interview will be contacted.