
Network Analyst

DEPARTMENT:	IT Services	STATUS:	Full Time
NO. OF POSITIONS:	One	UNION:	CUPE, Local 387
HOURS OF WORK:	35 hours per week	SALARY:	\$46.07 - \$54.44 per hour (2024 rates) + 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 92,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have 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 network, including performing a variety of 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.

Duties and Responsibilities:

- Provide operational and maintenance support for a variety of communication systems including wired and wireless technologies, such as network switches, firewalls, VOIP systems (PBX), indoor/outdoor WiFi, and CCTV equipment
- Assists in the design and implementation of network improvements
- Respond to and resolve communications issues, including hardware failures, network outages, and system errors
- Monitors the efficiency and effectiveness of the City's computer network and implements remedial actions
- Analyze data and metrics to identify bottlenecks, vulnerabilities, and areas for improvement
- Implement and enforce security measures and best practices to protect the organization from threats and vulnerabilities
- Serves as a technical lead on a variety of assigned technology projects related to the network infrastructure
- Preparing and maintaining technical and user documentation including system documentation and SOPs
- Maintains effective and collaborative working relationships with stakeholders, consultants, and users
- Provides advice and assistance to users and Service Desk staff in the use of software and recommends or implements solutions or alternatives
- The more complex and system-related problems are referred to the vendor or senior technical specialists
- Participation in on-call duties on a rotational basis

Skills and Qualifications:

- Completion of a two-year diploma or degree 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 five years of experience in networking; or an equivalent combination of training and experience
- Network Infrastructure Support: Proven experience configuring, managing, and troubleshooting network switches, with a preference for experience with Extreme Networks hardware and software platforms
- Firewall Administration: Hands-on expertise in deploying, configuring, and maintaining enterprise-grade firewalls, ideally with Palo Alto Networks solutions
- Telephony Systems: Proficient in managing on-premises and cloud-based phone systems, including VoIP infrastructure, call routing, and unified communications platforms

- CCTV and Security Systems: Experience with CCTV camera systems, including installation, configuration, and ongoing maintenance
- Network Monitoring & Troubleshooting: Skilled in using network monitoring tools to proactively identify and resolve performance issues, ensuring high availability and minimal downtime
- Solid understanding of WiFi required, preferably Meraki or equivalent
- Security Best Practices: Strong understanding of network security principles, including access control, intrusion detection/prevention, and secure network design
- Documentation & Reporting: Ability to create and maintain detailed network diagrams, configuration documentation, and incident reports
- Sound knowledge of communications and local and wide area network systems technology as it relates to the work performed
- Ability to investigate, document, assess, and resolve network hardware problems
- 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
- 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 infrastructure emergency support after hours as part of a shared on-call rotation within the IT Infrastructure team
- Able to pass and maintain a clear Police Information Check

Please apply with your cover letter and resume in one document at www.newwestcity.ca/employment by **February 6, 2026**.

We offer our employees great work-life balance, including competitive salaries, comprehensive health and wellness benefits and retirement plans (a percentage in lieu of benefits for auxiliary positions). We also offer a hybrid remote work schedule in accordance with our Remote Work Policy, opportunities for education and training, and engaging, rewarding work.

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 unsurrendered 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.

*We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada.*