



Senior IT Operations Analyst

Job No: 26087 Location: Penticton

Role Overview Application Form

About the City of Penticton

Penticton is a vibrant, innovative waterfront city known for its commitment to sustainability, community well-being, and economic opportunity. With a strong focus on good governance, collaboration, and service excellence, the City is dedicated to enhancing the quality of life for residents, businesses, and visitors alike. As one of the most active development regions in British Columbia, Penticton features a diverse mix of large-scale and complex construction projects.

Penticton has been recognized as one of Canada's most livable cities, according to latest rankings by The Globe and Mail, ranked as the eighth most livable medium-sized city in Canada. Nationally, Penticton earned high marks for access to amenities (11th in Canada), #11 for midlife transitions and #11 for retirement, as well as #13 for young professionals. Penticton also placed within the top 20 in the categories of raising kids (#19), contributing to an overall ranking of 35th across Canada. Rooted in agriculture and surrounded by natural beauty, Penticton is known for its orchards, wineries, and craft breweries—making it one of Canada's top wine destinations. More than 100 years since its incorporation, Penticton continues to grow as a place to live, work, and play.

For more information, please visit our website at [penticton.ca/](https://www.penticton.ca/) (<https://www.penticton.ca/>).

For more information about life in Penticton, please visit [visitpenticton.com/](https://www.visitpenticton.com/) (<https://www.visitpenticton.com/>).

Join Our IT Operations Team

We're looking for a Senior IT Operations Analyst to provide technical leadership, guide complex issue resolution, and deliver infrastructure and technology projects.

Reporting to the IT Operations and Security Supervisor, you'll work across networking, servers, virtualization and hyperconverged infrastructure, storage, backup and disaster recovery, Microsoft 365, endpoints, cybersecurity, and telecommunications.

You'll coordinate operational priorities alongside technical staff responsible for day-to-day administration and support, contributing directly to projects, major changes, and complex escalations.

Key Responsibilities

Operational Leadership and Decision Making

- Prioritize operational coverage, incidents, service requests, maintenance, field work, and projects based on impact, urgency, risk, capacity, and dependencies.
- Provide technical guidance, coaching, and mentorship; remove obstacles and follow work through to resolution.
- Coordinate with Business Services and other IT functions on operational priorities, technical decisions, projects, and dependencies.
- Exercise independent judgement in troubleshooting, remediation, recovery, and implementation within established policies, architecture, standards, budgets, scope, and change processes.
- Lead significant incidents, outages, and infrastructure failures, coordinating response and resources until services are restored.
- Keep the IT Operations and Security Supervisor informed of significant risks and commitments.
- Monitor operational performance and resource constraints and recommend staffing, training, service improvements, and risk mitigation.

- Escalate matters requiring supervisory, financial, architectural, security, or organizational authority.
Provide operational leadership in the absence of the IT Operations and Security Supervisor and represent the department as assigned.

Infrastructure and Network Leadership

- Lead design, troubleshooting, and significant changes for servers, operating systems, virtualization, hypervisors, clustering, hyperconverged infrastructure, virtual appliances, storage, and data-centre services.
- Guide storage capacity, performance, resiliency, replication, backup, disaster recovery, testing, and recovery readiness.
- Lead network design and issue resolution across switches, routers, firewalls, wireless, VPN, voice gateways, LAN, WAN, internet, remote access, and site-to-site connectivity.
- Define secure standards for VLANs, routing, switching, segmentation, DNS, DHCP, IP addressing, firewall policies, vendor connectivity, logging, and threat prevention.
- Review infrastructure health, capacity, availability, and performance; identify faults and single points of failure and recommend corrective action.
- Lead upgrades, migrations, refreshes, expansions, and resilience improvements with staff and vendors.

Microsoft Cloud, Telephony and Endpoint Services

- Provide senior technical guidance for Microsoft 365, Teams, Exchange Online, SharePoint Online, OneDrive, Microsoft Defender, and Entra ID.
- Guide Teams Phone and enterprise telephony architecture, calling policies, number management, call flows, queues, auto attendants, emergency calling, Operator Connect, Direct Routing, and migrations.
- Coordinate carriers and Microsoft partners on service issues and changes.
- Guide Exchange Online mail flow, shared mailboxes, distribution groups, permissions, and transport rules.
- Guide Entra ID authentication, enterprise applications, role assignments, and conditional access.
- Guide cloud security, compliance, data protection, access controls, threat protection, alert review, retention, sensitivity labelling, and secure configuration.
- Assess service-health issues and platform changes and coordinate response and communications.
- Develop and review Intune and Windows endpoint standards for compliance, application delivery, scripts, updates, Autopilot, provisioning, and device lifecycle.
- Resolve advanced enrolment, policy, application, identity, and performance issues.
- Guide Defender, encryption, attack surface reduction, and privileged and local administrator access.
- Review inventory, compliance, application records, and documentation for gaps.

Cybersecurity and Operational Risk

- Guide vulnerability remediation, patching, secure configuration, identity security, and risk reduction.
- Review security alerts, logs, anomalies, vulnerabilities, and service-health conditions and coordinate investigation, containment, recovery, and follow-up.
- Provide infrastructure expertise for audits, privacy, records management, cyber insurance, business continuity, and compliance.

Project Delivery and Vendor Coordination

- Deliver infrastructure and technology projects from initiation through operational handoff, including internal and vendor-led work.
- Develop plans covering scope, implementation, schedules, resources, dependencies, risks, testing, communications, and rollback or recovery.
- Coordinate staff, vendors, contractors, carriers, consultants, and business stakeholders.
- Contribute to implementation, testing, troubleshooting, and cutovers and address delays, resource conflicts, and technical risks.
- Ensure handoff includes documentation, knowledge transfer, monitoring, support procedures, lifecycle considerations, and operational ownership.
- Participate in requirements development, technical evaluations, vendor assessments, scoring, and procurement recommendations.
- Manage technology vendors, consultants, carriers, and service providers and monitor service and contractual obligations.

Incident Response and Change Management

- Lead significant incidents and outages, including diagnosis, resources, vendor escalation, communication, restoration, and post-incident review.
- Make timely decisions to stabilize services and protect City technology assets.
- Coordinate significant changes, including impacts, testing, maintenance windows, cutovers, communications, documentation, rollback, and support readiness.
- Address recurring incidents through technical and process improvements.

Standards, Lifecycle Planning and Improvement

- Maintain architecture documentation, configuration baselines, procedures, runbooks, recovery plans, inventory, and configuration-management requirements.

- Lead improvements in monitoring, alerting, patching, change control, backup and recovery, documentation, and incident response.
- Contribute to continuity planning and exercises.
- Plan lifecycle replacements, capacity needs, licensing changes, and support expirations.
- Research technologies and vendor roadmaps.
- Prepare procurement recommendations, specifications, architecture options, costs, implementation approaches, and support models.

Required Knowledge, Abilities & Skills

- Advanced knowledge across several enterprise infrastructure disciplines, with strong knowledge of networking and firewalls, server and virtualization platforms, hyperconverged infrastructure, storage, backup, replication, and recovery.
- Strong working knowledge of Microsoft 365, Teams Phone, Entra ID, Defender, Intune, Windows endpoint management, Autopilot, application deployment, and device compliance.
- Knowledge of cybersecurity, identity and access management, vulnerability management, monitoring, incident response, high availability, capacity planning, and business continuity. Familiarity with incident, request, change, problem, asset, and configuration management.
- Ability to diagnose complex cross-platform issues using management platforms, logs, diagnostic tools, administrative portals, and network analyzers; assess risk and make sound decisions under pressure.
- Ability to independently manage concurrent projects and operational commitments, evaluate technology and licensing options, and prepare clear diagrams, technical plans, procedures, and recovery documentation.
- Collaborative technical leadership, coaching, and stakeholder coordination skills; clear communication with technical and non-technical audiences and a commitment to reliable municipal services.
- Sound judgement, confidentiality, organization, adaptability, accountability, and the ability to work independently and as part of a team.

Education, Training & Experience:

- Diploma, degree, or relevant technical certification in information technology, networking, systems, cybersecurity, cloud administration, or a related discipline.
- Minimum ten years of progressively responsible enterprise IT infrastructure and operations experience across multiple technical disciplines.
- Demonstrated experience as a senior technical resource or operational lead, coordinating work, mentoring IT professionals, and delivering infrastructure projects through direct technical contribution and vendor coordination. Demonstrated experience with enterprise servers, virtualization or hyperconverged infrastructure, storage, backup and disaster recovery; networking, firewalls, routing, VPN, segmentation, and secure connectivity; and senior support and guidance for Microsoft 365 services.
- Senior support and guidance experience with Intune, Windows endpoints, application delivery, compliance, Autopilot, or endpoint security is preferred.
- ITIL Foundation v4/v5 certification or equivalent service management knowledge; relevant Microsoft, Cisco, CompTIA, VMware/Broadcom, Nutanix, Ubiquiti, Dell, Veeam, security, cloud, or infrastructure certifications; and municipal, public sector, public safety, utility, or regulated-environment experience are assets.
- Valid Class 5 Drivers Licence.

About the Benefits

Compensation based on skills and experience is an annual **salary range of \$91,416 - \$107,548**, along with a host of excellent benefits including:

- Extended health, dental, and vision coverage
- Relocation assistance
- 3 weeks of vacation starting on day one
- Comprehensive sick leave allotment
- Municipal pension plan
- \$2,000 in annual mental health benefits
- Up to \$200 in annual fitness rebates
- Free community recreation pass (swimming, fitness, etc.)
- Support for professional development, including yearly conference budget
- Free on-site parking
- Fleet vehicles provided for inspections and site visits
- Draws for tickets to local concerts, hockey games, and employee appreciation events
- A picturesque waterfront location with access to world-class outdoor recreation and a progressive, community-oriented work culture

At the City of Penticton, we recognize that great talent and great ideas come from a variety of backgrounds. Tapping into the diversity of our community makes us all stronger and allows us to serve Penticton even better.

That's why we welcome all applicants to consider joining our team. We encourage Indigenous persons, people of colour, all genders and expressions, 2SLGBTQIA+, persons living with disabilities, and others who reflect our ever-changing workplace to apply. If you require any accommodations during the recruitment process, please let us know, we'd be happy to support you!

The noted compensation range is the span between the minimum and maximum salary for a position. In the normal course, employees will be hired, transferred or promoted between the minimum and approximately halfway of the salary range for a job with consideration given to internal equity.

If your experience is close to what we're looking for, we would love a chance to talk about working with you. We welcome your cover letter and resume by **November 11, 2026**.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.

This position is only open to those legally entitled to work in Canada.

APPLY NOW

Life in Penticton

Nestled between two lakes, Penticton enjoys long, hot summers, dry winters and more than 2,000 hours of sunshine each year. We're located in the southern Okanagan Valley of British Columbia, which is easily accessed by major highways and airports.

We're known for our beaches, wine and orchards, not to mention a wide range of outdoor recreational activities. Hop on your bike to discover award-winning wineries and trails with stellar views. Shop at the bustling outdoor market, peruse art galleries or go skating at the modern Community Centre. Ski champagne powder slopes or take in a hockey game or concert at the South Okanagan Events Centre.

Penticton is located on the ancestral and unceded territory of the Syilx/Okanagan people. Its name, from the Interior Salish word snpintktn, is commonly translated as "a place to stay forever," or more accurately, "a place where people live year-round." It's the kind of place where people come to visit for the holidays – and never want to leave.



Global Television Ad - October 2018

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