



SYSTEMS ANALYST - NETWORK (Regular)

Competition #: 5-COV-22

Closing Date: Internal applicants – January 25, 2022
External applicants – February 1, 2022

Rate of Pay: \$41.23 per hour (as per CUPE, Local 626, Vernon Civic Employees Collective Agreement)

Band: 12 – Schedule A (as per CUPE, Local 626, Vernon Civic Employees Collective Agreement)

Days/Hours: Monday to Friday / 35 hours per week

Reporting to the Administrator, Information Systems, this position provides advanced technical support, a variety of general and specific local area network technical duties.

Duties:

- Performs network infrastructure installations, maintenance, and critical responses to digital infrastructure emergencies, as well as providing technical support for its users.
- Assists with digital infrastructure emergencies and repairs to the network infrastructure.
- Assists with the provision of support outside of normal business hours in case of an emergency, as determined by the Administrator, Information Systems or delegate.
- Assists with afterhours support, service patches, installations, system upgrades, and network troubleshooting and repairs.
- Assists with the provision of detailed analysis, reports and recommendations as to the stability, structure and possible direction of the IS division to the Administrator, Information Systems.
- Assists with project management as directed by the Administrator, Information Systems or their delegate.
- Ensures Network infrastructure and connected devices are performing properly.
- Installs and enhances various products into the information structure of the City's LAN/Wan.
- Provides hardware/software support for all IS devices in the City's Infrastructure.
- Performs rollout of IS products and programs for the City's LAN/Wan.
- Assists and provides training for end users as required.

- Documents all procedures and related technical resolutions, to be done promptly and updated regularly.
- Reacts proactively to ensure that the best interests of the City's Information Services are met.
- Provides exceptional service to the City's users.
- Repairs or replaces Information Systems peripheral devices as required.
- Performs projector and laptop setups, PC moves, PC patches and other related duties as required.
- Acts as a backup to the Systems Analyst to the RCMP and City when called upon for medium to high level technical work.
- Performs other related duties as assigned.
- All persons employed by the City of Vernon will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education And Experience:

- Diploma in information technology or equivalent.
- Minimum 7 years' experience in a mid-to-high level computer technical environment, specifically troubleshooting Microsoft servers, network infrastructure, critical systems, and independently addressing infrastructure emergencies. In addition, extensive hardware and software troubleshooting and enterprise virtualization experience is required.
- Must acquire and maintain a current Microsoft Server OS certification within 2 years of product release.
- MCSE or equivalent combination of education and experience.
- Valid BC Drivers' License, Class 5.
- A combination of related education and experience may be considered.

Required Knowledge, Skills And Abilities:

- Maintains the City's highest standards of confidentiality and trust
- Demonstrated analytical knowledge of Windows Servers, storage infrastructure and network infrastructure
- Working knowledge of network peripheral devices
- Practical knowledge and experience with current Windows Server environments, SQL, corporate mail systems and Internet websites
- Works as a team player to provide exceptional service to the City's users
- Excels under pressure in critical information services emergencies
- Outstanding use of computers and related software, and general office equipment
- Peripheral troubleshooting, hardware certification from various tier one vendors
- Excellent interpersonal and communication skills with a commitment to teamwork and customer service
- Works with minimal supervision
- Ability to obtain and maintain an acceptable criminal record check
- Ability to obtain and maintain RCMP Secret Security Clearance

Preferred Education And Experience:

- Experience with enterprise backup
- Experience with firewall administration
- Experience with network Infrastructure
- Experience with enterprise wireless
- Experience with Virtualization

Conditions of Employment:

- As a fundamental term and condition of employment with the City of Vernon, candidates will be required to provide proof of full vaccination against COVID-19.

TO APPLY:

Please submit your resume, quoting the appropriate competition number to: Human Resources, City of Vernon, using **one** of the following methods:

- Online at www.vernon.ca (In MS Word or PDF Format) or
- By Fax: (250) 550-3551

Internal applicants are asked to complete the *Internal Application Form* located on Jostle and forward this along with a resume.

By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted. No phone calls please!