Analyst III, Network Infrastructure

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Analyst III, Network Infrastructure
Computing and Communications Services (CCS)
Temporary full-time from October 1, 2021 to September 30, 2023
Hiring #: 2021-0475

Please read the Application Instructions [1] before applying

Computing and Communications Services (CCS) is the central IT department at the University of Guelph, providing core IT services and technology solutions to the U of G community. CCS has a progressive organizational culture, including a strong learning and development focus, and is committed to its Core Values: Service Culture, Integrity, Individual Leadership, Teamwork, Agility, and Communication.

Reporting to the Manager, Network Infrastructure, the incumbent will work collaboratively with a team of network analysts that provide coordination, planning and support for all operational services and technical implementations of the networking and connectivity infrastructure and systems deployed at the University of Guelph data centre and various remote campus locations. Responsibilities of this role will include maintaining the network infrastructure to optimum levels and supporting layer two and three network equipment, predominantly Cisco, and participating in various network projects and initiatives.

Responsibilities of this position include:

- Reporting, investigating, and resolving any issue(s) preventing achievement of optimal availability.
- Providing second level operational support in accordance with service level agreements.
- Independently solving system problems with little supervision and minimal guidance.
- Remaining current with evolving technological products and features and constantly changing business needs, internal standards, and industry best practices.
- Incident logging, resolution, and tracking.
- Creating and maintaining documentation, including standard operating procedures (SOPs).
- Participation in monitoring, troubleshooting and repair of network equipment.
- Installation, removal, configuration, monitoring, maintenance and decommissioning of IT network and system hardware in data center, and communication rooms, classrooms, offices spaces, labs, residences across campus.
- Diagnostics and resolution of access layer network issues.
- Documentation, and asset management of IT equipment in communication rooms and data centre locations.
- System administration of telephony environment including administration of end user devices, and hardware repairs.
- Assist with building, upgrades, provisions, and installations and decommissioning of servers where required.

Requirements of the position include:

- Bachelor’s degree in Computer Science/Information Technology and several years of related work experience at intermediate level, or an equivalent combination of related education and experience.
- Previous project management experience in the area of IT infrastructure supporting renovation projects and new builds.
Knowledge and experience in Cisco-based enterprise routing and switching environments, including Cisco IP telephony, convergence and wireless; advanced knowledge and experience with TCP/IP and Microsoft system and networking technologies; experience with network capacity planning, network monitoring and diagnosis, baselining, and performance optimization.

Knowledge and experience with infrastructure monitoring solutions, displaying applied experience with setting up alerts, meaningful escalation rules and thresholds for larger scale environments.

Knowledge in ITIL v2/3 based service management frameworks, strong knowledge and experience with ongoing development and management of Network Incident Response procedures and service level metrics and reporting.

Proven ability to work effectively both independently and within a team, exhibiting excellent oral and communication skills.

Strong analytical skills with the ability to troubleshoot, diagnose and resolve complex networking issues.

Excellent customer service skills, and positive attitude combined with a high level of diplomacy and professionalism with the ability to work in a changing environment.

The following skills and experience would set the candidate apart:

- Related core certifications are strongly preferred and include CCNA, CCNP, CCIE (certified or working towards); other networking certificates, i.e., MCSA/MCITP, CEH and ITIL V3 Foundations
- Industry cabling certification (i.e., BICSI) will be considered an asset
- Experience with campus IT physical infrastructure design
- Previous demonstrated experience of working in a Cloud infrastructure environment

This appointment is regularly performed on-campus but will be initially fulfilled remotely (off-campus) until the University resumes its regular operations.

Classification P04
Professional/Managerial Salary Bands [2]

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2021 09 13
Closing Date: 2021 09 27


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[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply
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