Senior Analyst, Network Infrastructure

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Professional and Managerial Group

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Computing and Communications Services (CCS)

Hiring #: 2022-0346

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 Senior Analyst will work collaboratively with a team of 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 center 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. The successful candidate will be tasked with:

- Install, test, configure, monitor, and support all network hardware and equipment, including network backbone, core and edge switches, routers, Wi-Fi, WLCs, network monitoring services, DNS/DHCP/IPAM services, VPN, and firewalls.
- Leading the definition of service metrics and providing accurate capacity planning through the analysis of performance data.
- Utilization of specialized software tools to operate and monitor related services.
- Enhancing client service through the evaluation, piloting, and implementation of new service components.
- Defining and leading projects utilizing the CCS Project Management Framework.
- Issue and problem management and root cause analysis.
- Leading infrastructure maintenance outside of regular business hours.
- Analysis and resolution of issues related to failure and/or performance through collaboration with other immediate team members, other CCS teams, and vendor customer support.
- Mentoring other members of the Network Infrastructure team.
- Liaise with the enterprise vendors and professional services to plan and oversee changes on the enterprise systems that external resources are required for, maintaining those relationships and related contracts.
- Responsible for problem analysis, proactive monitoring, and the analysis and resolution of issues related to failure and/or performance through collaboration with other immediate team members, other CCS teams, and vendor customer support.

Requirements of the position include:

- Bachelor’ degree in Computer Science/Information Technology and several years related work experience in network administration and support, in higher education is preferred, or an equivalent combination of education and experience
- Related core certifications are strongly preferred and include CCNA, CCNP, CCIE; other networking certifications, CISSP, MCSA/MCITP would be considered strong assets.
- Extensive experience with enterprise network hardware including Cisco switches (3850, 9300), routers (9300,9500, 9600), access points (2800, 9120), wireless controllers (8540,9800), designing the architecture
and leading the implementations and upgrades of these systems.

- Experience with a variety of network administration tools such as Cisco Prime/DNAC, Cisco ISE, Infoblox, Gigamon, Nagios, Cisco Umbrella, Cisco FirePower, Azure DevOps.
- Extensive experience with the installation and maintenance of Windows Server, and RedHat Enterprise Linux
- Basic shell scripting skills for network administration and monitoring such as bash, perl, python, or ansible.
- Strong knowledge in ITIL v3/4 based service management frameworks; strong knowledge and experience with ongoing development and management of network incident response procedures and service level/metrics and reporting.
- Strong interpersonal and communication skills (oral and written) with ability to work effectively with both business clients and technical team members
- Working knowledge and experience with the following is preferred: wireless site survey, wireless design/deployment planning, wireless radio frequency understanding, Ekahau Pro, FreeRadius.

Position Number         684-014
Classification               P05*

Professional/Managerial Salary Bands [2]

*Tentative evaluation; subject to committee review.

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: 2022 05 18
Closing Date: 2022 05 25

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