Analyst III, Network Infrastructure

REPOST
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Professional and Managerial Group

Computing and Communications Services

Hiring #: 2022-0509

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 with a team of network analysts that provide coordination, planning and support for all operational services and technical implementations of network & telephony infrastructure and systems deployed at the University of Guelph data centre and various locations both on campus and the remote campus. Day-to-day responsibilities will include the support of layer 2 and 3 network equipment, predominantly Cisco, and participating in project for various network initiatives. The preferred candidate will expect to share ownership and administration of collaboration technologies such as Cisco Call Manager, Cisco IM & Presence, Cisco Expressway, Cisco WebEx and other supporting systems. The preferred candidate will expect to take ownership of the Cisco UCCX call centre environment, Cisco Unity Connection, Nuance Speech Attendant and participate in network monitoring and tracking.

This position additionally serves to provide second level support for telephony and user issues that are escalated from the CCS Help Centre. Other tasks include providing project coordination, telephony service documentation (web content & documents), development and documentation of Standard Operating Procedures, ensuring accuracy of telecommunication databases and spreadsheets and preparing purchasing orders for telephony equipment and maintenance renewals.

Requirements for this position include:

- A University degree in computer science or a related field along with several years work experience in a similar role preferably within an academic environment or an equivalent combination of education and experience.
- Proficient with maintaining and upgrading Cisco collaboration products including Call Manager (CUCM/IM&P), Unity Connection, Contact Center (UCCx), Mobile Remote Access (Expressway), PSTN gateways (ISR 3K, ISR 4K), analog gateways (VG248, VG224).
- Proficient with intermediate computing and network troubleshooting steps including isolating source issue using DNS, DHCP, user authentication issues vs device configuration, switch vs device issues, etc.
- Ability to troubleshoot, diagnose and resolve telephony issues and provide functional guidance
- Proven ability to work effectively both independently and within a team, exhibiting excellent oral and communications skills.
- Excellent personal judgement and organizational skills with the ability to multitask and prioritize duties while dealing with frequent interruptions.
- Exceptional customer service skills and positive attitude combined with a high level of diplomacy and professionalism with the ability to work in a changing environment.
• Proficient with:
  ◦ Virtualized environments, i.e. ESXi
  ◦ Directory technologies and tools, i.e. Active Directory and LDAP
  ◦ Unix/Linux scripting and/or programming
  ◦ Cisco WebEx v39/40.x (Meetings, Events & Training)

Position Number         684-001
Classification               P04*

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 08 31
Closing Date: 2022 09 28 (extended)