


Position Identification			
<b>Position Title</b>	Senior Network Analyst		
<b>Position Replaces</b>	N/A		
<b>Position Level</b>	Employee	<b>Position Code</b>	1326
<b>Pay Group</b>	Group 12	<b>Date (last revised)</b>	Sep-23
<b>Supervisor Title</b>	Supervisor, Technical Services Information Systems	<b>Sup. Position Code</b>	
<b>Additional Requirement</b>	TMA	Choose from drop down	
<b>Division</b>	Information Technology	<b>Flexible Work Arrangement</b>	Flexible Work

Organizational Description
<p>BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.</p> <p><b>Our Mission:</b> Delivering transportation services you can rely on</p>

Department Summary
<p>Technical Services within Information Technology comprises of Infrastructure, Network and Smart Technology teams and is responsible for the network and infrastructure crucial for BC Transit's operations.</p> <p>We design, implement, and maintain both cloud and on-premises infrastructure, with a focus on delivering reliable, resilient IT services, through upgrading existing infrastructure and implementing new technologies to enhance productivity, all in support of the organization's mission.</p>

Job Overview
<p>Reporting to the Supervisor, Technical Services, the Senior Network Analyst will be responsible for day to day monitoring and operations of all corporate networks, wired and wireless data, voice and cloud networks, and will be required to plan, design, build, manage and support all aspects of a complex and diverse network infrastructure, including routers, switches, telecom services, wireless WAN, mobility and voice systems, cloud networking as well as the day to day operating of security infrastructure such as firewalls and intrusion detection infrastructure.</p>

<b>Key Accountabilities and Expectations</b>	
<b>Key Accountability</b>	<b>Expectation</b>
<b>Network Administration</b>	<ul style="list-style-type: none"> <li>• Provides Senior level technical expertise in the areas of Network Administration, bandwidth utilization, capacity planning and complex problem-solving including performance management.</li> <li>• Performs comprehensive network system administrator network duties and functions, defines network access rules, and assesses near and long-term network capacity needs and performs capacity planning and disaster recovery.</li> <li>• Provides support to ensure the stability of the wireless data network.</li> <li>• Planning, configuration, and support of site-to-site VPN's and firewalls.</li> <li>• Supports and maintains corporate voice systems, which include VOIP, PBX, and IVR systems.</li> <li>• Provides technical support in all aspects of the network environment.</li> <li>• Ensures the functionality, reliability, and stability of existing networking infrastructure and systems by ensuring appropriate backup and recovery, disaster recovery, job scheduling, performance monitoring and tuning, and capacity monitoring duties are performed.</li> <li>• Completes administrative reporting/tracking requirements and provides regular status updates.</li> <li>• Provides orientation, guidance, and training to other employees. Acts as technical mentor and coach to network analysts.</li> <li>• Administrator experience in firewalls and intrusion detection systems an asset.</li> </ul>
<b>Network Architecture and Design</b>	<ul style="list-style-type: none"> <li>• Develops the overall network architecture design, hardware, and cloud networking standards.</li> <li>• Ensure the stability and integrity of voice, data, video, and wireless network services by planning, designing, developing LANs and WANs across the organization.</li> <li>• Participates in implementation, verification, and acceptance testing of new hardware, software, services, or functionality.</li> <li>• Acts as technical lead for complex networking initiatives.</li> </ul>
<b>Network Maintenance and Optimization</b>	<ul style="list-style-type: none"> <li>• Ensures that all network infrastructure is kept updated and current.</li> <li>• Completes periodic routine maintenance and daily tasks, tracking results and resolving problems.</li> <li>• Research network products, services, protocols, and standards to remain abreast of developments in the networking industry.</li> <li>• Participates in change management process regarding the configuration, test, implementation, and post-implementation review of modifications and enhancements to the network.</li> </ul>

	<ul style="list-style-type: none"> <li>Evaluates new technologies and provides recommendations on technical solutions and direction.</li> </ul>
<b>Vendor and Service Provider Management</b>	<ul style="list-style-type: none"> <li>Interact with and supports negotiations with vendors, service providers, and contractors to secure network products and services.</li> <li>Interacts with vendors to upgrade/improve connectivity.</li> <li>Directs service providers in the resolution of complex problems.</li> <li>Works closely with second and third tier support staff and third-party vendors to solve system problems.</li> </ul>
<b>Documentation and Procedures</b>	<ul style="list-style-type: none"> <li>Develops, implements, and maintains policies and procedures for network administration, usage, and disaster recovery.</li> <li>Provides documentation of procedures to maintain security, confidentiality, and industry best practices for the BC Transit technical environment.</li> <li>Creates and maintains documentation as it relates to network configuration, network mapping, processes, and service records.</li> </ul>
<b>Additional Duties</b>	<ul style="list-style-type: none"> <li>This position will be required to work non-standard hours to implement changes.</li> <li>Travel to site locations across the province as required.</li> <li>Performs related duties in keeping with the purpose and accountabilities of the job</li> </ul>

<b>Summary of Qualifications and Job Specific Competencies</b>	
<b>Education</b>	<ul style="list-style-type: none"> <li>Post-secondary degree in Computer Systems or an IT related discipline or equivalent combination of education, training and experience</li> <li>Professional Network Certifications CCNA and CCNP would be an asset</li> <li>Azure Networking and Security Certifications would be an asset</li> <li>Peplink Network Certifications would be an asset</li> <li>F5 Certifications would be an asset</li> <li>ITIL training would be an asset.</li> <li>Possession of a valid BC Class 5 Driver's License.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Excellent understanding and senior experience in how to efficiently build, maintain and support complex server and network environments.</li> <li>3-5 years' experience architecting/developing solutions/designing complex corporate computer networks for on premises, cloud, and hybrid networking environments.</li> <li>5 – 7 years' experience in building and supporting and maintaining complex network environments.</li> </ul>

<p><b>Key job-specific competencies</b></p>	<ul style="list-style-type: none"> <li>• <i>Strong knowledge of Routing Protocols: OSPF, EIGRP and BGP.</i></li> <li>• <i>Strong knowledge of Cisco product lines including Routers, Switches, Firewall and VPN appliances, IP phones, VOIP and telephony.</i></li> <li>• <i>Strong knowledge of Cloud networking and telephony. Azure and Microsoft 365 would be an asset.</i></li> <li>• <i>An excellent understanding of wireless data networks and their associated protocols.</i></li> <li>• <i>Working knowledge of Cisco Call Manager and Azure/Microsoft 365 communication systems.</i></li> <li>• <i>Ability to work with minimal supervision and manage multiple project commitments.</i></li> <li>• <i>Strong understanding of wireless and handheld technologies and associated devices.</i></li> <li>• <i>Ability to identify and serve internal and external customers consistently, achieving a high level of customer satisfaction through assessing needs, establishing goals, and resolving issues.</i></li> <li>• <i>Ability to identify and proactively resolve network/server problems using central managed tools sets.</i></li> <li>• <i>Must have high integrity and maintain confidentiality of data.</i></li> <li>• <i>Ability to work cooperatively within diverse teams.</i></li> <li>• <i>High level of self-motivation and initiative.</i></li> <li>• <i>Ability to work well under pressure.</i></li> </ul>
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