Position Identification

Position Title	Intermediate Network Analyst		
Position Replaces	n/a		
Position Level	Employee	**Position Code**	1692
Pay Group	Group 10	**Date (last revised)**	Sep-20
Supervisor Title	Supervisor, Technical Services	**Sup. Position Code**	1242
Additional Requirement	TMA	CRC	
Division	Information Technology	**Flexible Work Arrangement**	Flexible Work

Organizational Description

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.

Our Mission: Delivering transportation services you can rely on

Department Summary

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.

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.

Job Overview

Reporting to the Supervisor, Technical Services, the Intermediate Network Analyst is responsible for day to day monitoring and operations of all corporate networks, wired and wireless data networks, and will be required to 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, as well as day to day operating of security infrastructure such as firewalls and intrusion detection infrastructure under the direction and standards of the IT Security Analyst and Senior Network Analyst.

Key Accountabilities and Expectations

Key Accountability	Expectation
Network Administration	• Performs network system administrator network duties and functions, defining network access rules, and assessing network capacity needs and implements plans created for capacity planning and disaster recovery. • Provides support to ensure the stability of the wireless data network. • Provides technical support in all aspects of the network environment. • Stays abreast of developments in the networking industry. • Acts as technical lead for small to medium sized networking initiatives • Completes administrative reporting/tracking requirements and provides regular status updates. • Works closely with first and third tier support staff and third-party vendors to solve system problems • Administrator experience in firewalls and intrusion detections systems an asset
Network Architecture and Design	• Assists in the development of the overall network architecture design and hardware standards. • 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. • Assists in evaluating new technologies and providing recommendations on technical solutions and direction. • Participates in implementation, verification and acceptance testing of new hardware, software, services or functionality. • Assists in planning, and performs configuration and supporting site to site VPN's and firewalls • Acts as a Project Manager for small to medium sized projects; acts as a liaison between the project sponsor and customers.
Network Maintenance and Optimization	• Provides Intermediate level technical expertise in the areas of Network Administration, bandwidth utilization, capacity planning and complex problem-solving including performance management. • Completes periodic routine maintenance and daily tasks, tracking results and resolving problems. • Ensures the stability and integrity of voice, data, video, and wireless network services by assisting in the planning, designing, developing LANs and WANs across the organization with the Senior Network Analyst. Will install, monitor, maintain, support, and optimize all network hardware, software, and communication links.

	• Supports and maintains corporate voice systems, which include VOIP, PBX, and IVR systems.
Vendor and Service Provider Management	• Interact with vendors, service providers, and contractors to on network products and services • Interacts with vendors to upgrade/improve connectivity. • Directs service providers in the resolution of problems.
Documentation and Procedures	• Facilitates Change Management through liaison with the change management process and customers in regard to the configuration, test, implementation and post implementation review of modifications and enhancements. • Creates and maintains documentation as it relates to network configuration, network mapping, processes, and service records. • Provides documentation of procedures to maintain security, confidentiality and industry best practices for the BC Transit technical environment. • Ensures that all network infrastructure is kept updated and current and documented.
Additional Duties	• Performs related duties in keeping with the purpose and accountabilities of the job • This position will be required to work non-standard hours to implement changes.

Summary of Qualifications and Job Specific Competencies

Education	• Post secondary diploma in Computer Systems or an IT related field • ITIL training would be an asset. • Professional Network Certifications CCNA and CCNP designation is an asset
Experience	• One-year related experience developing solutions and designing corporate computer networks • Three years' experience in building and supporting, and maintaining complex network environments • Fully developed core understanding and intermediate experience in how to efficiently build, maintain and support complex server and network environments • An equivalent combination of education and experience may be considered
Key job-specific competencies	• Strong knowledge of Routing Protocols: OSPF, EIGRP and BGP. • Strong knowledge of Cisco product lines including Routers, Switches, Firewall and VPN appliances, IP phones, VOIP and telephony. • An excellent understanding of wireless data networks and their associated protocols.

	• Working knowledge of Cisco Call Manager 10.x communication systems. • Ability to work with minimal supervision and manage multiple project commitments • Strong understanding of wireless and handheld technologies and associated devices. • 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. • Ability to identify and proactively resolve network/server problems using central managed tools sets. • Must have high integrity and maintain confidentiality of data. • Ability to work cooperatively within diverse teams. • High level of self-motivation and initiative. • Ability to work well under pressure. • Ability to establish and maintain cooperative working relationships. • Ability to communicate effectively with others with strong interpersonal, written, and oral communication skills • Provide excellent customer service to both internal and external customers • Ability to establish and maintain respectful and cooperative working relationships
Willingness Statement	• Possession of a valid BC Class 5 Driver's License required