# Job Description

| Position Identification | | | |
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| **Position Title** | Intermediate Technical Analyst | | |
| **Position Replaces** | N/A | | |
| **Position Level** | Employee | **Position Code** | 1390 |
| **Pay Group** | Group 11 | **Revision Date** | Jun-22 |
| **Supervisor Title** | Supervisor, Technical Services | **Sup. Position Code** | 1243 |
| **Additional Requirement** | CRC | TMA | |
| **Exclusion Rationale** | N/A | **Min On-Site Requirement** | 1 day/ week |
| **Division** | Information Technology | | |

## 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 Technical Analyst – Server is responsible for administering and supporting BC Transit's server, virtualization stacks, enterprise storage, and cloud environment on a daily basis. This position is responsible for providing technical expertise in managing and supporting the Windows server, virtualization stacks (servers & VDI), enterprise storage, and cloud environment, and for resolving complex technical issues. The positions will work with other team members in the areas of Windows server administration,

server clustering, virtualization, enterprise storage, and provide direction for these solutions whether hosted on premise or off premise or cloud for standing up workloads.

| Key Accountabilities and Expectations | |
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| **Key Accountability** | **Expectation** |
| **Technology** | • Acts as an infrastructure specialist focusing on the installation, configuration and monitoring of server infrastructure, virtualization, storage and cloud environments<br>• Provides technical expertise in the areas of performance management, server administration, virtual server technology and storage area networks<br>• Provides technical support in all aspects of the Windows server environments including directory and naming services and associated technologies.<br>• Provides technical support in all aspects of the Windows server and storage environments<br>• Ensures the functionality, reliability, and stability of existing systems by ensuring appropriate backup and recovery, disaster recovery, job scheduling, performance monitoring and tuning, and capacity monitoring duties are performed<br>• Ensures the functionality, reliability, and stability of existing systems by ensuring appropriate backup and recovery, disaster recovery, job scheduling, performance monitoring and tuning, and capacity monitoring duties are performed<br>• Completes periodic routine maintenance and daily tasks, tracking results and resolving problems<br>• Works closely with first and second tier support staff and third party vendors to solve system problems; assisting in the area of server, virtualization and network support.<br>• This position may be required to provide back fill support for tier 1 activities |
| **Policies and Procedures** | • Provide and document procedures to maintain security, confidentiality and industry best practices for the BC Transit Server environment<br>• Ensures that all server, virtualization, storage and cloud infrastructure is kept updated and current.<br>• Assessment and remediation of threats and vulnerabilities identified by IT Security and Compliance team |
| **Innovation** | • Evaluates server and storage environments and provides direction to optimize current infrastructure<br>• Evaluates new technologies and provide recommendations on technical solutions and direction. Update software with latest |

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| | security patches, and actively participate in system hardening activities.<br><br>• Participates in implementation, verification and acceptance testing of new hardware, software, services or functionality |
| **Change and Project Management** | • Facilitates Change Management through liaison with the change management process and the customer in regards to the configuration, test, implementation and post implementation review of modifications and enhancements.<br>• Acts as a Project Manager for small to medium sized projects; act as a liaison between the project sponsor and customers.<br>• Completes administrative reporting/tracking requirements and provides regular status updates and documentation. |
| **Stakeholder Relations** | • Directs service providers in the resolution of complex problems.<br>• Directs service providers in the resolution of complex problems. Collaborates with other technology and service disciplines in IS&T in the resolution of complex problems.<br>• May provide orientation, guidance and informal training to other employees |
| **Additional Duties** | • Performs related duties in keeping with the purpose and accountabilities of the job |

| **Summary of Qualifications and Job Specific Competencies** | |
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| **Education** | • Post secondary diploma in Computer Systems or a related IT discipline<br>• ITIL, Agile and/or DevOps training is an asset<br>• Professional certifications such as MCSE, Azure, M365, ISP, VMware and CCNA are an asset<br>• Valid BC Class 5 Driver's Licence |
| **Experience** | • 3 years' related experience building and supporting virtual environments<br>• Expert knowledge to efficiently build, maintain and support complex virtualized server and storage environments<br>• Working knowledge to efficiently build, maintain and support complex network, server and storage environments<br>• Working knowledge of Active Directory, Azure Active Directory, M365, MS Exchange Online, Group Policy and DFS<br>• Experience with disaster recovery principles<br>• Ability to provide tier 2 and tier 3 support for desktop and infrastructure issues |

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| | • Ability to proactively identify and resolve network and server problems using centrally managed tool sets<br>• An equivalent combination of education and experience may be considered |
| **Key job-specific competencies** | • Customer service focus, with the ability to consistently serve internal and external customers and achieve a high level of satisfaction by assessing needs, establishing goals and resolving issues<br>• Information security focus, with high integrity and the ability to maintain confidentiality of data<br>• Ability to work with minimal supervision and manage multiple project commitments, with a high level of self-motivation and initiative<br>• Ability to work well under pressure<br>• Collaborative working and decision making; ability to work cooperatively within diverse teams and to establish and maintain respectful, cooperative working relationships<br>• Ability to communicate effectively with others |
| **Willingness Statement** | • *Willingness to work non-standard hours to implement changes* |