



Job Description

IT Infrastructure and Support Analyst

Department: Finance & IT Services
Reports To: IT Infrastructure and Security Supervisor
Date Approved: January 2022
Job Grade: 9

Position Summary

- Help the Town achieve success through IT support and services that enable the Town to fulfill its Strategic Plan.
- Provide end user training, software and hardware support under the direction of the IT Infrastructure and Security Supervisor.
- Ensure the stability, integrity and efficient operation of the Town's Information Technology infrastructure, systems and data through administration, design and project management and to provide protection from cyber threats, data breaches and other malicious threats.

Key Duties and Responsibilities

- Provide first level help desk support for computer hardware, software, databases, printers and other peripherals.
- Onboarding/offboarding users
- Procurement of client hardware such as printers, computers, mobile devices and associated peripherals.
- Liaise with vendors and service providers to resolve problems with hardware, software, databases, printers and other peripherals.
- Maintain accurate records of IT activities and infrastructure. Adhere to documentation of procedures.
- Configure and deploy desktop, laptop and tablet computers to users including provision of network and email accounts.
- Provide configuration services for Town database software based on operational

requirements of Town users, including user security, reports and data views.

- Provide internal IT services for meetings, presentations, data access and training.
- Provide on site technical support for Council and Committee of the Whole meetings, including contacting vendors for support for meeting software. Including after hours support as required.
- Development and deployment of vendor strategies including integration between 3rd party products.
- Assist with RFP development evaluation.
- Assists with network and systems security including standards and tests.
- Assists with maintenance of the Town's network security appliances, including but not limited to, firewalls, intrusion prevention/detections systems and anti-virus/malware.
- Assists with maintenance of IT alerting and monitoring systems, as well as corporate network event and security logs.
- Perform Project management for relevant IT initiatives.
- Coordinate, manage and supervise third-party IT infrastructure and security service providers.
- Assists with IT infrastructure operations, including managing integrity of and operating efficiency of LAN/WAN/VPN/Wired & Wireless infrastructure, operating standards, guidelines, metrics, key performance indicators and processes.
- Assists with management of the Town's data centres and locations, including oversight of all hardware and equipment at these sites to best practice security standards.
- Assists with the design, planning and implementation of Town IT network infrastructure, including switches, routers, wireless access points, fibre and video surveillance systems.
- Assists with troubleshooting problems and issues with the Town's SCADA Communication Systems in cooperation with third-party support and Town staff.
- Assists with maintenance of server infrastructure including physical and virtual servers running Microsoft Windows Server, and MS Hyper-V with High-Availability and Failover clustering technologies.
- Administer the Town's Active Directory Domain including Users, Computers, Groups and Group Policy Object creation and administration.
- Administer and maintain the Microsoft 365 environment, including Teams and SharePoint.
- Perform maintenance tasks and troubleshoot issues on Town enterprise applications and databases.

- Ensure system integrity and availability of Town systems by ensuring backups, access control, system audit, and disaster recovery are effectively managed & maintained.
- Participate in disaster recovery and business continuity planning, including Emergency Management.
- Work with third-party service providers & vendors to troubleshoot and continually improve Town IT systems, infrastructure, and security.
- Serve as alternate/backup for IT team members.
- Implement additions / moves / changes regarding Phone Systems, Mobile Devices and the mobile device management server and provide technical support.
- Provide end-user training, including enterprise application, data security and IT policy awareness.
- Create and update client and server-side documentation and procedures, and network topology diagrams.
- Assess, prioritize and action IT Help Desk tickets
- Perform assessments and manage purchases of various hardware and software technologies in compliance with the Town's Purchasing Policy.
- Participate in budget planning for Corporate IT related projects.
- Liaises and cooperates with other departments as required to ensure efficient coordination of corporate IT projects.
- Travel to remote sites to provide support to Town computer users.
- Responsible to be a proactive and engaged member of the Finance & IT Services team. Provide assistance in a respectful and professional manner to the team in reaching our goals. This assistance may include: backing up other staff, responding to queries regarding IT systems, and providing advice to staff on IT matters.
- Display and promote positive "Team Player" attitudes and actions. This includes positive communications with supervisors and other Town staff regarding ideas and initiatives to enhance the workplace, improve policies, procedures, and services.
- Promotes a high standard of customer service to the public as well as to all internal customers. This position includes a significant portion of phone and in person support, as well as help desk messaging, therefore requiring excellent oral and written communication skills.
- Comply with all health and safety practices as it relates to the work, standard operating guidelines and the Occupational Health and Safety Act.
- Performs other duties as assigned.

Job Details

Hours of Work: Standard 35-hour work week Monday to Friday 8:30 – 4:30. After hours work and on-call may be required.

Direct Reports: 0

Overtime: Applicable

Driver's License Required: Yes Class: G

Education and Experience:

- Bachelor's Degree in Computer Science/Information Technology or equivalent
- Minimum 3 years working in a network infrastructure and network security role
- Minimum 3 years work experience in Information Technology in a Government setting preferred
- Recommended Certifications (or equivalent):
 - Cisco Certified Network Associate Routing and Switching
 - Microsoft Certified Solutions Expert (MCSE)
 - ITIL Foundations
- Working knowledge and experience with:
 - IT and Cyber Security
 - IT Security related tools and technologies, specifically firewalls, vulnerability scanners, centralized logging, and intrusion prevention/detection systems
 - IT controls as well as IT auditing
 - IT risk management
 - Server and Desktop Virtualization Technologies including, Microsoft Hyper-V, and Failover Clustering
 - IT disaster recovery and business continuity planning
 - Hybrid Microsoft Exchange / Microsoft 365 and related software technologies
 - Microsoft Active Directory and Group Policy Management
 - Veeam Backup and Replication
 - Blackberry UEM
 - Management of Microsoft SQL databases, and SQL based software
 - Server and Desktop hardware
 - Storage Area Networks, Shared Storage, iSCSI, and related technologies
 - Routing and Switching
 - RADIUS and Two-Factor Authentication
 - Point to Point wireless wide area networking
 - Client Access wireless networks

- SCADA Technologies
- Remote Desktop Environments
- Knowledge and experience with:
 - Microsoft Office 365, including Teams and SharePoint
 - Microsoft Dynamics Great Plains (Diamond Municipal Solutions)
 - CityView (Harris Computer Systems)
 - ArcGIS (ESRI) and GPS Data Collection Devices
 - Dell and Aruba Switches
 - Ubiquiti wireless access points, switches, and software
 - Help Desk ticketing software eg.
 - IIS and other Web Technologies
 - Microsoft PowerShell and scripting
 - Adobe Creative Cloud
 - Apple Business Systems Apple DEP Device Enrollment
 - Mobile Devices and Mobile Device Management Servers
 - Corporate IP Phone Systems
- Knowledge of networking, operating system, and server architectures.
- Ability to explain technical concepts and theories to non-technical audiences.
- Strong evidence of time management skills required.
- Able to quickly analyze issues and determine best course of action using available resources.
- High degree of resourcefulness, flexibility, and adaptability.
- Strong negotiation and prioritization skills.
- Effective communication skills with individuals at all levels of the organization.
- Able to effectively communicate both verbally and in writing.
- Ability to weigh out options on new, innovative technologies and make recommendations to senior staff.