UNION JOB DESCRIPTION

JD6061

JOB TITLE:	Senior Network Analyst	**JOB DESCRIPTION NO.:**	6061
CLASSIFICATION:	Programmer/Systems Analyst III; Computer Technical Support II; Transportation Attendant I	**GRID/PAY LEVEL:**	F MB34
COLLECTIVE AGREEMENT:	Facilities Subsector	**HSCIS NO.:**	10512; 10515; 19001
UNION:	HEU	**JOB/CLASS CODE:**	40785
PROGRAM/DEPARTMENT:	Information Management/Information Technology-Technology Management	**BENCHMARKS (If Applicable):**	10512; 10515; 19001
REPORTING TO:	Senior Manager		
FACILITY/SITE:	Royal Jubilee Hospital		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Senior Manager, Network Operations the Senior Network Analyst provides advanced technical support and implements projects for Island Health's enterprise network infrastructure. This role is responsible for the installation, configuration, upgrading, and troubleshooting of Cisco networking and VoIP systems, performing hardware lifecycle upgrades, identifying problems, recommending modifications, planning and implementing new deployments and upgrades and ensuring continuity of services. The Senior Network Analyst serves as an escalation point for complex issues, collaborates with internal IT teams and external vendors, and contributes to network projects, standards, and documentation.

Travel may be a requirement of this position. If applicable, transportation arrangements must meet the operational requirements of the Vancouver Island Health Authority in accordance with the service assignment and the incumbent must be able to operate a motor vehicle.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Plans and implements new deployments and infrastructure upgrades to meet organizational needs by determining user department requirements, examining and identifying problems with existing systems and recommending modifications and/or new systems. Provides details of estimated implementation costs.

2. Develops network specifications and detailed implementation plans by gathering requirements from user departments, documenting procedures, and outlining necessary hardware and configuration needs.

3. Analyses current network practices and configurations, recommending adjustments or new approaches to improve operational performance; develops instructional material for network staff.

4. Provides hands-on support for the configuration, installation, and troubleshooting of network hardware including switches, wireless access points, VoIP phones, and related peripheral equipment.

5. Configures, installs, and maintains Cisco network equipment including switches, routers, wireless access points, gateways, and related infrastructure in alignment with standard configurations.

6. Performs lifecycle replacements and upgrades of network devices such as phones, UPS, wireless access points, switches and routers in accordance with departmental standards and end user requirements.

7. Configures Voice over IP (VoIP) systems, including provisioning, deployment, call flow configuration, troubleshooting and end user support.

8. Monitors implementation of new deployments and infrastructure upgrades; co-ordinates testing and takes action to correct any faults.

9. Monitors and responds to incident and service request queues; completes assigned tickets and ensures documentation of troubleshooting steps and resolutions.

10. Collaborates with internal IT teams to resolve cross-system issues and ensure continuity of services.

11. Acts as a liaison with external vendors for troubleshooting and issue resolution; coordinate on-site vendor activities as needed.

12. Develops and maintains documentation and instructional material for standard operating procedures, configuration standards, and site-specific network records. Provides support and guidance to other network staff by offering technical direction.

13. May be assigned to On Call duties on a rotating basis.

14. May be required to travel to other Island Health sites to perform tasks as assigned.

15. Other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Graduation from a recognized degree or diploma program in Computer Science, three years' recent related experience or an equivalent combination of education, training and experience. Valid Class 5 BC Driver's License.

Skills And Abilities

- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of the position.
- Ability to write programs in a variety of programming languages.
- Ability to organize work.
- Ability to operate related equipment.