JOB DESCRIPTION

JOB DETAILS

Job Title:	Senior IT Network/Infrastructure Analyst	**Job ID:**	IS2723
Classification:	Information Systems R27	**Classification Date: (MM/DD/YYYY)**	
Branch:	Information Technology Services	**Unit:**	
Reports to:	Team Lead, Application Management	**Security Screening:**	Yes
Union/Excluded:	BCGEU		

BRANCH DESCRIPTION

The Information Technology Services branch (ITS) provides the IT services to the BC Pension Corporation including; IT Operations, Application Development & Maintenance, Quality Assurance, Deployment and Mid-tier, and Service Management. Services are delivered from a team of dedicated contributors who provide ongoing support and transformational services to facilitate the execution of the 12/21 corporate strategy. This is an excellent opportunity for those interested in working with a team of professionals who enjoy a challenging and rewarding environment.

JOB SUMMARY

The Senior IT Network/Infrastructure Analyst provides technical and functional oversight of the network and infrastructure services provided by third party service providers. This position ensures that all network and infrastructure operations are stable, perform as expected and conform to IT policies, procedures and best practices.

JOB RESPONSIBILITIES

Lead the work of network/infrastructure analysts
• Set work priorities, directing and coordinating work flow;
• Monitor work queues within the service management tools, escalate as required;
• Assign tasks and approve work;
• Manage and mature the practice through the application of continuous improvement processes;
• Assist in developing others through monitoring and supporting development, training, leading, coaching, mentoring and sharing feedback.
Lead and participate in IT Service Management (ITSM) activities
• Lead the operational support of the data network, which is comprised of various hardware and software platforms, network services, vendors and facilities;
• Lead investigations for IT infrastructure related incidents. Works with service providers, technical staff, and others, providing expert level IT network and infrastructure knowledge to resolve incidents;
• Ensure appropriate action is taken to resolve all IT infrastructure related incidents as quickly as possible;
• Lead the Problem Management process for IT network and infrastructure related problems;
• Lead system changes to resolve IT infrastructure related problems. Ensure IT infrastructure related changes are planned and implemented through Requests for Change (RFC's) using the defined Change Management process;
• Review all network and infrastructure related changes and provide approval recommendation to the Change Advisory Board (CAB);
• Lead, oversee and perform data recovery as needed to recover from incidents;
• Produce, review and approve all IT infrastructure related knowledge articles;
• Provide input from the IT Network/Infrastructure Support Team to the ITSM team on all ITSM processes.
Network/Infrastructure Operations
• Oversee third party IT network and infrastructure service providers to ensure required services are performing and being delivered as expected;
• Review network and infrastructure related operational reports from service providers, ensuring established service levels are met. Identify and recommend areas for improvement;
• Provide recommendations to management for system-level and server-level access requests;
• Ensure system and server level accounts are current and valid;
• Provide expert advice and recommendations for Active Directory changes, ensuring they align with best practices and IT policies and standards;
• Plan and lead IT aspects of office moves and installations, as required, ensuring satisfactory completion;
• Ensure all IT network and infrastructure documentation is maintained;
• Work with service providers to ensure backup and recovery processes are in place and meet the needs of our clients;
• Provide expertise on the backup and recovery process to other IT support areas.

Infrastructure Consulting Services and Project Support
• Provide expert level IT network and infrastructure knowledge to project teams ensuring solutions conform to standards and industry best practices;
• Provide technical expertise to staff and management on data communication and network devices and technology;
• Provide IT network and infrastructure related technology solutions that meet business requirements;
• BC Pension Corporation lead for IT network and infrastructure related projects;
• Plan and monitor network and infrastructure upgrades;
• Plan and lead joint technical planning and design sessions with staff and service providers;
• Review and approve IT network and infrastructure related technology solutions proposed by other operations staff and service providers;
• Develop and maintain IT network and infrastructure operations guidelines, procedures and standards;
• Maintain expertise in network and infrastructure technology and provide recommendations on the application of emerging standards in the design and deployment of IT network and infrastructure;
• Provide input and recommendations to the Senior Technical Architect on IT network and infrastructure related architecture and design;
• Provide backup to the Senior Technical Architect as required;
• Where applicable, participate in procurement activities in alignment with corporate purchasing policies and processes and manage contracts between contractor and Corporation staff. This may also include development of IT network/infrastructure related content for Request for Proposals (RFP) and Expressions of Interest.

Disaster Recovery Preparation, Planning and Coordinating
• Ensure data center disaster recovery plans are complete and tested so that corporate systems can recover from a disaster affecting the production data center;
• BC Pension Corporation lead for all disaster recovery activities including disaster recovery test exercises as well as a production system recovery;
• Provide senior level IT network and infrastructure expertise to the disaster recovery and business continuity processes;
• Participate in recurring business continuity tabletop exercises;
• Provide expertise on the disaster recovery process to other IT support areas.

Vendor and relationship management
• Represent corporate interests, acting as the central point of contact between third party network and infrastructure service providers and BC Pension Corporation;
• Liaise between other technical staff, management, users, and vendors regarding service requests, usage, standards, and other IT network and infrastructure matters;
• Establish a strong liaison with external groups responsible for related disciplines, such as the OCIO, the CIO's office and other external network/infrastructure groups/forums.

EDUCATION

Degree/Diploma Obtained	Program of Study

• A degree in Information Technology, Computer Science, or similar field and three years of related experience; or
• A related diploma and five years of related experience; or
• A related certificate and six years of related experience; or
• An equivalent combination of education, training and seven years of related experience.

EXPERIENCE

Years of Experience	Type of Experience

• Three years of recent experience in a technical role that include:
o Leading the analysis and resolution of network and infrastructure incidents and problems in a complex infrastructure environment
o Designing, managing and maintaining Microsoft Active Directory
• Recent experience in the following is preferred:
o Coordinating and working with service providers
o Leading small teams and directing the work of others
o Leading technical projects
o Developing and maintaining knowledge articles and other support documentation

KNOWLEDGE, SKILLS & ABILITIES

• Knowledge of:
- All aspects of IT network and infrastructure including current technologies and best practices
- Microsoft Active Directory and Group Policy
- ITSM processes – Incident Management, Problem Management and Change Management.
- Organizational change management practices
- Requirements analysis
- System development lifecycle
- Quality assurance and testing

- IT Security – implementation and best practices

• Demonstrated ability in:
- Problem solving in a technical environment
- Oral and written communication
- Building and maintaining relationships

• Demonstrated knowledge, skills and experience in the following would be an asset:
- IT security including anti-virus software, IPS/IDS, SIEM, firewalls
- Pension industry business processes
- Desktop software management software and processes.

CORE COMPETENCIES

Navigating Change L2
Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Invites input and feedback on proposed changes.
- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.
- Shares information on change in a timely manner.
- Identifies innovative approaches to deal with situations for which no known precedent exists.
- Eliminates unnecessary work activities.

Embracing Learning L2
Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Gathers feedback from various sources to identify own strengths and weaknesses.
- Pursues challenging experiences beyond current position to add value in own area.
- Helps others identify learning needs to meet current job requirements.
- Provides honest, timely, clear and specific feedback to others.
- Ensures people are provided appropriate training within available budget and resources.
- Encourages people to reach their full potential.

Client Orientation L2
Making it easy for our external and internal clients - seeing things through their eyes.

- Anticipates clients' needs and concerns.
- Develops procedures and practices to ensure consistent service.
- Leads or participates in efforts to enhance service delivery systems and processes.
- Ensures consistency of service experience.

Accountability L2
Holding self and others accountable to deliver on commitments and to achieve desired results.

- Sets challenging but realistic goals for own area of responsibility.
- Helps people improve performance to maximize results.
- Holds people accountable for meeting established expectations.
- Evaluates progress against established goals and objectives.

Inspiring Trust L2
Inspiring confidence by demonstrating integrity and building credibility.

- Creates opportunities to build internal and external relationships.
- Demonstrates confidence in own abilities, views or decisions when challenged.
- Provides skill, knowledge and talents to resolve complex issues.
- Fosters trust by communicating consistent, reliable and accurate information.
- Builds on others' ideas to develop support.
- Helps others build confidence in themselves.
- Recognizes the contributions and successes of others.

Decision Making L2
Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
- Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.

- Uses sound business sense to make decisions.
- Considers risks when identifying or recommending options.
- Provides context and rationale for decisions.
- Provides information to others to support decision making on complex issues.

Organizational Focus L2
Aligning work priorities, processes and practices to achieve the strategic direction.

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.
- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.