

JOB DESCRIPTION

JOB DETAILS

Job Title: IT Infrastructure Support Analyst

Job ID: IS2116

Classification: Information Systems R21

Classification Date:
(MM/DD/YYYY)

Branch: Information Technology Service Operations

Unit:

Reports to: Assistant Director, IT Hybrid Infrastructure

Security Screening: Yes

Union/Excluded: BCGEU

BRANCH DESCRIPTION

The Information Technology Service Operations branch (ITSO) provides the IT services to the BC Pension Corporation including; IT Infrastructure, IT Operations (ITIL aligned including aspects such as Service Desk, End User Support, Incident Management, etc.) and Enterprise COTS Application Management. The Information Technology Service Operations branch ensures that systems, services, and infrastructure work reliably and securely.

JOB SUMMARY

Reporting to the Assistant Director, Hybrid Infrastructure, the IT Infrastructure Analyst will participate in the operations, support, maintenance, and implementation of the BC Pension Corporation network, infrastructure, and endpoint devices. This position will provide network and infrastructure expertise to assist in resolving incidents and reviewing and recommending technical solutions. The analyst will also participate in disaster recovery and business continuity plan, design, test, and execution.

JOB RESPONSIBILITIES

IT Service Management

- Investigate information technology incidents related to IT infrastructure. Work with service providers, technical staff, and others providing IT infrastructure expertise to resolve incidents.
- Escalate incidents and requests to other support areas and vendors as appropriate and provide background analysis and resolution steps taken to date.
- Lead and participate in activities involving the building, maintaining, and supporting of endpoint devices.
- Support Meeting Room technology and Microsoft Teams configuration.
- Responsible to ensure appropriate action is taken to resolve assigned IT infrastructure incidents as quickly as possible.
- Participate in the Problem Management process for IT infrastructure related problems; including identifying and defining problems, linking incidents to problems, analyzing problems to determine root cause, and recommending and/or coordinating solution options.
- Coordinate and participate in system changes to resolve IT infrastructure related problems, including standard changes, preparing, and updating Requests for Change (RFC's) through the defined Change Management process.
- Coordinate and perform data recovery as needed to recover from incidents.
- Produce knowledge articles for peers and other support areas.

Network/Infrastructure Operations

- Review system-level and server-level access requests and provide recommendations for approval.
- Regularly monitor system and server level accounts to ensure they are current and valid.
- Monitor and action reported phishing incidents.
- Implement and maintain share and directory level permissions in Active Directory.
- Provide input and recommendations for Group Policy Object (GPO) design and changes.
- Monitor and maintain infrastructure asset inventory which includes – network access switches, wireless access points, UPS.
- Plan and coordinate IT aspects of group office moves and installations ensuring satisfactory completion.
- Ensure IT infrastructure documentation is maintained.
- Work with service providers to ensure backup and recovery processes are documented and working. Provide knowledge and information on the backup and recovery process to other IT support areas.
- Review infrastructure related operational reports from service providers. Identify and recommend areas for improvement.

Network/Infrastructure Consulting Services and Project Support

- Provide IT infrastructure advice to project teams.
- Provide technical guidance to staff on data communication and network devices and technology.
- Assess business requirements, evaluate alternatives and recommend technology solutions for IT infrastructure related requests.
- Review and provide feedback on technology solutions proposed by other IT infrastructure operations staff and service providers.

- Participate in developing and recommending IT infrastructure operations policies, procedures, and standards.
- Provide advice on the application of emerging standards in the design and deployment of IT infrastructure.

Disaster Recovery and Business Continuity

- Provide IT infrastructure expertise to the disaster recovery and business continuity processes.
- Ensure disaster recovery plans are kept up-to-date.
- Coordinate and participate in recurring disaster recovery tests.
- Participate in recurring business continuity tabletop exercises.
- Provide knowledge and information on the disaster recovery process to other IT support areas.
- Vendor and Relationship Management.
- Liaise between other technical staff, management, users, and vendors regarding service requests, usage, standards, and other IT infrastructure matters.

EDUCATION

Degree/Diploma Obtained

Program of Study

- Degree in Computer Science, Information Technology or a related field and two years of recent, related experience in a technical support role*; OR
- Diploma in Computer Science, Information Technology or a related field and three years of recent, related experience in a technical support role*; OR
- Certificate in Computer Science, Information Technology or a related field and four years of recent, related experience in a technical support role*; OR
- An equivalent combination of education, training, and five years of recent, related experience* may be considered.

EXPERIENCE

Years of Experience

Type of Experience

*Recent related experience must include one or more of the following:

- o Analyzing and resolving endpoint, network and infrastructure incidents and problems in a complex infrastructure environment.
- o Supporting client endpoint devices including hardware, image builds using SCCM or Endpoint Manager, managing firmware and driver updates, and managing associated GPOs.
- o Maintaining Microsoft Active Directory.
- o Working with network infrastructure (including LAN/WAN), data centers and servers.
- o Working in and supporting Windows Desktop, Windows Server, or Linux Operating Systems.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge of:

- ITSM processes – Incident Management, Problem Management and Change Management
- Networking technologies, protocols and hardware
- Requirements analysis
- System development lifecycle
- Quality assurance and testing
- IT Security concepts

Demonstrated ability in:

- Problem solving in a technical environment
- Written and oral communication
- Building and maintaining relationships

Demonstrated knowledge and skills with the following would be an asset:

- IT security including anti-virus software, IPS/IDS, SIEM, firewalls
- Pension industry business processes
- Desktop software management tools 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 L1

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

- Self-assesses against expectations and standards to identify own learning needs in the current position.
 - Reflects on completed activities, identifying what worked well, what didn't, and how to improve own performance.
 - Openly shares knowledge with other employees.
 - Seeks to learn from other employees.
 - Takes advantage of learning opportunities provided to meet job requirements.
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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.
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Accountability L1

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

- Organizes own work load, clarifying priorities and expectations.
 - Participates in monitoring own performance.
 - Adjusts actions to meet expectations.
 - Takes action on things that need attention.
 - Supports organizational initiatives and activities.
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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.
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Decision Making L1

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

- Makes decisions within scope of responsibility.
 - Applies guidelines and procedures in making decisions.
 - Gathers input / information from different sources to support decision making or further action.
 - Seeks guidance when the situation is unclear.
 - Applies lessons learned when making decisions.
 - Supports established decisions.
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Organizational Focus L1

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

- Considers the impact of own actions on others.
- Identifies obstacles to existing processes and practices.
- Supports others in the achievement of work unit priorities.