



100 John West Way
Aurora, Ontario
L4G 6J1
(905) 727-3123
aurora.ca

Town of Aurora

Employment Opportunity

Corporate Services

Division of Human Resources

Network Analyst

Employment Type: Permanent, Full Time

Location: Aurora, Ontario

Salary Range: \$91, 211.65-\$114,014.56 (effective April 1, 2024)

Closing Deadline: April 12, 2024

The Town of Aurora is located in the heart of York Region and just 30 kilometers north of Toronto. Our vision is to become a progressive community with a small-Town charm and our mission is to deliver exceptional services that make people proud to call Aurora home. Our workforce is talented, diverse, and committed to fostering a culture that exemplifies teamwork, embraces innovation, and values diversity, equity, and inclusion to achieve mission excellence. It is important that our workforce reflects the citizens we serve. Come join us at the Town of Aurora, "You're in Good Company".

Position Summary

Reporting to the IT Supervisor, Infrastructure and Service Desk, responsible for the design, installation, configuration, maintenance and troubleshooting of network and cybersecurity technology infrastructure required to support business operations, including (but not limited to): switches, routers, proxies, network (LAN, WLAN and WAN), firewalls, threat management, intrusion detection, content filtering, identity management, vulnerability scanning and patching, user and device access, servers, workstations, printers and remote access; contribution to the on-going technology environment resilience and tolerance strategy; maintaining schedule of network system updates and backups; maintaining records of network environment status and changes; prepare technical documentation and support guides.

Responsibilities

- Design, install, configure, maintain and troubleshoot network technology infrastructure required to support business operations, including (but not limited to): switches, routers, proxies, network (LAN, WLAN and WAN), threat management, firewalls, vulnerability scanning and patching, user and device access, servers, workstations, printers and remote access, as well as other network attached technologies in both on prem Data Centres and cloud environments.
- Analyze network environment performance (e.g., Network outages); troubleshoot and resolve network environment issues; communicate with internal and external stakeholders; maximize inter-operability between systems within the technology environment and evaluating long term network infrastructure needs.
- Provide Level 2 and 3 network and cybersecurity systems support; provide assistance and advice to users and team members on network and cybersecurity matters; administration of the Microsoft environment including Windows Active Directory; develop solutions for common user inquiries; liaises with vendors to resolve network and cybersecurity system configurations problems and other issues; provide technical guidance and recommendation to other teams in the investigation, analysis and resolution of technology infrastructure problems.
- Periodically assess the Town's network infrastructure and make recommendations for improvement where gaps are identified. Implement a continuous improvement process to improve network infrastructure resiliency.
- Administer cloud-based enterprise IT infrastructure solutions, including cloud Active Directory/SSO single-sign-on security administration for Enterprise application integration solutions.

- Provide back up and escalation support for Service Desk as required; perform diagnosis of hardware problems as escalated by the Service Desk; troubleshoot calls and problems to conclusion.

Qualifications

- Degree in Information Technology, Computer Sciences or approved equivalent combination of education and experience.
- 3+ years of progressive experience in network administration in an enterprise environment
- Demonstrated professional certification in relevant areas, such as: CCNA, CompTIA Network+, CompTIA A+, MCP, Azure Administrator Associate, CompTIA Security+.
- In depth networking skills including (but not limited to): routing, VLAN, switching, firewalls, wireless, DNS, DHCP, LDAP and remote access protocols.
- In-depth knowledge of current network and cybersecurity protocols and standards, including (but not limited to): network security controls, operating systems, incident response, DevOps, threat knowledge, regulatory guidelines, controls and frameworks, intrusion detection, and cryptography.
- Strong knowledge of Microsoft infrastructure systems, including (but not limited to) server, exchange, Active Directory, Office 365, Azure Active Directory and Azure DNS. Strength with Azure IaaS services and designing and implementing identity management solutions.
- Knowledge of virtualization, storage and SAN and backup and recovery environments.
- Knowledge of municipal government and or public sector operations is an asset.
- Ability to communicate technical concepts and requirements into non-technical terms; and ability to deal courteously and effectively with staff, the public, consultants, suppliers, businesses, and other levels of government.
- Availability to work overtime and/or flexible hours including after-hours weekends and respond to after-hours emergency situations as required to meet deadlines, resolve problems, and/or effect system changes/repairs; ability to exercise discretion and judgement when handling confidential/sensitive information; be on call as required.
- Must hold a valid Class "G" driver's license and a reliable vehicle to use on Town business.

Successful applicants to this position will be required to provide a **Police Criminal Record Check** that is satisfactory to the Town prior to their start date at the applicants' own cost.

If you are interested in joining our dedicated team of municipal professionals, please visit our [Jobs - Town of Aurora](#) page and apply to the position directly.

The Town of Aurora is an equal opportunity employer that is committed to an inclusive, barrier-free recruitment and selection processes and work environments. We are committed to recognizing and celebrating the diversity of opinion, talent and expertise that make each person unique. We thank all applicants and advise that only those selected for an interview will be contacted.

Applicant information is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will be used to determine qualifications for employment with the Town of Aurora. Questions about this collection of personal information should be directed to the Human Resources Division at 905-727-3123.