DEPARTMENT:	**Information Technology**	**STATUS:**	**Full Time**
NO. OF POSITIONS:	**One**	**UNION:**	**CUPE, Local 387**
HOURS OF WORK:	**35 hours per week**	**SALARY:**	**$46.07-$54.44 hourly plus comprehensive benefits package (2024 rates)**

The City of New Westminster has earned a proud reputation for civic leadership, service delivery and outstanding employee relations. We offer our employees great work-life balance; competitive salaries and benefit plans (including defined benefit pension and compressed day off); education and training opportunities; and challenging and rewarding work.

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 80,000 residents. It is a city rich in history with a viable and thriving economy, a population representative of the diversity of the region, and is staffed by talented and dedicated employees who work together to achieve its strategic vision.

The City of New Westminster is looking for an outstanding candidate to join its Information Technology division in the role of Infrastructure Analyst. As part of the Infrastructure team, the successful candidate is responsible for operational support and maintenance for a variety of technology systems. The incumbent will provide support for various aspects of the city's on premise and cloud-based IT systems, including performing systems administration tasks; provisioning and configuring physical and virtual servers, installing and configuring server hardware and software; investigating and resolving escalated support requests from the Service Desk; and providing support for infrastructure projects.

Objectives of the Role:

- Provides support to all City departments; a core focus of this role is tier 3 operational support to resolve escalated requests from the Service Desk
- Provides on-going maintenance and timely patching to the Windows Server infrastructure to ensure for optimal security, performance and availability
- Provides support for Microsoft 365 and cloud environments in collaboration with Systems and Network Administrators, as well as with members of the IT applications team
- Helps to ensure cyber security and privileged account management practices are implemented and followed
- Assists with developing and implementing network/systems architecture, capacity plans, backup methodologies, disaster recovery strategies and VOIP systems

Duties and Responsibilities:

- Provides tier 3 systems and network support to the user community
- Responds to and resolves communications issues, including hardware failures, network outages, and system issues
- Works with various stakeholders to recommend, test, and implement system upgrades and improvements to existing systems and processes
- Prepares and maintains technical and user documentation, including SOPs, diagrams and knowledge base articles
- Conducts upgrades, maintenance, patching, and other activities relating to systems
- Monitors the efficiency and effectiveness of the City's computer network and to implement remedial actions
- Automates routine tasks, using scripting languages such as PowerShell
- Maintains effective and collaborative working relationships with stakeholders, consultants, and users
- Serves as a technical lead on a variety of assigned technology projects related to systems infrastructure; assists in preparing RFPs, vendor evaluations, testing and transitioning from testing to production phases; coordinates with suppliers
- The more complex problems are referred to systems and/or network administrators
- Able to work at non-standard hours to perform systems/network maintenance and may be required to be on-call support on a rotational basis

Knowledge:

- Must have experience supporting, troubleshooting and administrating Windows Server operating systems, including some experience with M365 (Teams, EntraID)
- Experience working with VMware ESXi and vCenter 8.x, including, but not limited to, the provisioning, configuring, and administration of virtual workloads (servers and VDI)
- Considerable knowledge of the practices and procedures used in the identification and resolution of infrastructure hardware and software problems, referring major and unresolved problems to senior infrastructure staff, vendor or specialists
- Knowledge of cybersecurity fundamentals, EDR/MDR platforms, email security fundamentals
- Configuration and administration experience with endpoint and server management tools such as SCCM, MDM platforms, LANSweeper
- Experience with remote access technologies such as Microsoft RDS, Citrix
- Experience with data backup/restore systems
- Ability to provide tier-3 level support to infrastructure hardware, including servers (physical/virtual), storage, backup systems, and back-end infrastructure applications
- Ability to perform system administration and operational duties in support of the network and servers
- Ability to proactively monitor and analyze systems performance, alerts and provide corrective actions
- Ability to recommends strategies to enhance efficiency and effectiveness of the systems infrastructure
- Ability to serve as a technical project coordinator on a variety of assigned technology projects related to systems infrastructure
- Ability to evaluate hardware and software and make recommendations regarding the acquisition and implementation of enterprise products

- Ability to investigate, document, assess and resolve operating system, server, printer and common network hardware problems
- Ability to provide advice and assistance to users and Service Desk staff in the use of software and recommend or implements solutions or alternatives
- Working knowledge of switches, routing, firewalls and the ability to effectively troubleshoot issues in a multi-site network environment is an asset

Skills and Qualifications:

- Minimum completion of a two-year diploma in computer sciences or related discipline at an accredited institute of technology or community college including courses related to network and communications systems technology, plus a minimum of three years of experience providing IT Infrastructure support; or an equivalent combination of training and experience. Preference will be given to individuals who have strong Windows Server, M365 administration and some networking support experience
- ITIL foundation certificate is an asset
- Strong troubleshooting skills, and a proven ability to acquire new knowledge quickly
- Proven experience coordinating and planning small-medium projects with high-visibility impacts
- Must have strong interpersonal, communication and teamwork skills
- Ability to communicate effectively orally and in writing and to establish and maintain effective working relationships with internal and external contacts
- Proven ability to work independently, exercise sound judgement, establish work priorities and have a results-oriented mindset
- Ability to organize work, provide leadership on a variety of assigned technology projects
- Physical ability to lift equipment (up to 40 lbs) is required
- Must be a **Canadian Citizen** or **Permanent Resident**
- Must be able to obtain and pass a Police Information Check (PIC)

What we offer:

*Work-life balance - 35 hour work week including a hybrid of **remote and in-office days**, vacation, and an optional compressed day-off program
*Health and wellness - comprehensive benefits, plus other wellness-focused programs and benefits
*Retirement benefits - including the **Municipal Pension Plan** (Defined Benefit Pension)
*Career development – on-going learning, leadership development, and education development program

Apply online with your resume and cover letter in one document at <u>www.newwestcity.ca/employment</u> by June 3, 2025.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsurrendered land of the Halq'eméylem-speaking peoples.
It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.
We are learning and building relationships with the people whose lands we are on.

We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada.