metrovancouver

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Position Title: System & Network Operations Coordinator (IT Server Infrastructure)
Position Status: Full-Time Regular
Department: Human Resources and Corporate Services
Employee Group: Teamsters Local 31
Location: 4515 Central Boulevard, Burnaby
Salary Range/ Wage Rate: PG T28 $3,634.43 - $4,294.18 bi-weekly

Our Human Resources and Corporate Services Department is seeking a System & Network Operations Coordinator who will be part of a team responsible for managing and maintaining our company's server infrastructure, both in Microsoft Azure and on-premise, ensuring its reliability, security, and performance. This role involves monitoring, supporting and troubleshooting our server infrastructure.

You are: An experienced IT professional with a deep understanding of server infrastructure environments running Microsoft technologies. You're an adaptable professional with excellent problem-solving and communication abilities, and the capability to work in a fast-paced environment. You are well versed in technologies such as Active Directory, Exchange Online, DNS/DHCP, Azure, Sharepoint Online, Microsoft Hyper V, Power Platform and the Microsoft 365 suite.

This role:

- Investigates and resolves operating system software problems which affect the performance of the computer and communications network systems; liaises with vendor representatives and communications carriers in resolving complex problems.

- Monitors and analyzes the ongoing performance of the operating system and related software, computer hardware and computer communications networks; monitors systems errors; takes steps to increase the systems' efficiency; recommends desirable changes including acquisition of new hardware.

- Prepares and maintains system and network capacity plans; generates reports; monitors system usage; recommends improvements and optimization of computer resources.

- Updates the operating systems and related software as required in order to achieve the maximum benefit from enhancements by the vendor.

- Designs, develops and maintains specified programs and procedures for general use and statistical reporting.

- Researches, implements and maintains system and site security standards for all hardware, software and data.

- Coordinates the installation of new hardware and software; oversees the provision of operational services such as system and data back-ups, queue management and capacity management; designs and maintains various maintenance procedures; establishes and ensures adherence to naming conventions.

- Provides advice and assistance to user and department staff on technical matters; reviews and recommends software and hardware under consideration for acquisition.

- Keeps abreast of latest developments in system management techniques, equipment, software, information dissemination and related matters through attendance at seminars, workshops and user groups and the review of technical literature.

- Performs related work as required.

To be successful, you have:

- Completion of a Bachelor's degree in computer science or information technology supplemented by considerable related experience, or, an equivalent combination of training and experience.

- Thorough knowledge of the characteristics and capabilities of the MVRD's computer hardware, operating systems and related software, and the local and wide area networks (ie. Azure AD, Exchange Online, MS Teams, Sharepoint Online, Power Platform, on-premise systems).

- Thorough knowledge of the equipment used in a computerized data centre.

- Thorough knowledge of computer programming and systems analysis techniques as related to the work performed.

- Considerable knowledge of the practices and procedures used in the operation of computer equipment and software applications as related to the work performed.

- Considerable knowledge of networking and the operating techniques and procedures used in a data centre.

- Ability to monitor the efficiency of and create and install changes in the manufacturer's operating and related system software applicable to operational needs and requirements.

- Ability to monitor hardware performance, identify problems and formulate solutions thereto.

- Ability to collect, analyze and evaluate information required for Application installation and troubleshooting purposes.

- Ability to monitor services related to system and network capacity planning and implementation of disaster recovery plans.

- Ability to communicate effectively orally and in writing.

- Ability to establish and maintain effective working relationships with a variety of internal and external contacts.

- Valid B.C. Driver's Licence.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

Metro Vancouver employees proudly serve the region and demonstrate the behaviours and attributes of six leadership competencies: Accountability, Adaptability, Building and Nurturing Relationships, Communication, Continuous Learning, and Strategic Thinking and Action.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancouver.org for support. Learn more about our commitments to diversity, equity, and inclusion here.

Please follow this link https://metrovancouver.org/about-us/careers to our Careers page where you can submit your application by June 10, 2025.