KAWARTHA CONSERVATION
Network Analyst and Administrator

The Position

Under the direction of the Director, Corporate Services, the Network Analyst and Administrator leads the provision of support services, infrastructure support and planning, as well as ensuring our systems and data remain secure. A customer and continuous improvement focus is important to support local and remote clients with respect to desktop/laptop/tablet equipment, network equipment and systems, software applications, telecommunications, printing, cloud services, and mobile devices. You will work collaboratively with all departments to improve processes with the implementation of technological advances. You will also maintain the IT asset inventory, product lifecycles, IT knowledge base and be responsible for all network design, development, and security. An important function will include relevant policy development and programs to implement policy.

Our ideal candidate

Will have the freedom to make independent technical decisions within the scope of their expertise and in keeping with provincial and Kawartha Conservation policies, guidelines, and procedures. Provides advice and recommendations to the Director, Corporate Services on all other matters such as strategic initiatives, Kawartha Conservation programs, work plan and budget matters, and technical issues beyond the scope of their expertise; identifies contentious issues to senior management.

Key Responsibilities

Client Service

Possess a positive, professional, and credible reputation both internally and externally; utilize networks and working relationships to ensure quality, timely, responsive customer service and meet strategic objectives and goals of the organization. Build and maintain partnerships and relationships that are essential to the ongoing success and image of Kawartha Conservation.
- Acts as the main contact point, receiving and handling requests for support for all IT matters in a timely manner.
- Innovates and pro-actively looks for solutions to improve organizational effectiveness and efficiency by reviewing operations, collaborating with colleagues, and providing recommendations to leadership.
- Provides off-site support for IT matters, as required by the Director, Corporate Services.

Technical Expertise

Possess the knowledge and experience relevant to the responsibilities of the position; identify knowledge gaps and seek out professional development; engage in continuing education and professional networks that elevate your expertise; utilize your expertise in the key functions of your position; transfer knowledge to contribute to the success of others, enhance and advance your professional career. Apply your expertise in the following responsibilities:
- Maintains knowledge management systems and content to meet and exceed business needs.
- Responsible for and controls IT assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, installation and set-up, movement & disposal of assets is carried

1

out in accordance with policies and procedures. Where policies and procedures do not exist or require updates, the Network Analyst and Administrator develops and recommends appropriate documents for the organization.

- Undertakes routine installations and de-installations of items of hardware and/or software.
- Provides technical expertise to enable the correct application of operational procedures for IT Infrastructure (database and cloud-based services).
- Identifies and resolves network problems. Maintains the network support process and checks that all requests for support are dealt with according to agreed procedures.
- Network design and support: produces outline system designs & specifications, and overall architectures, topologies, configuration databases and design documentation of networks and networking technology for both datacenter and cloud infrastructure.

Teamwork

Promote Kawartha Conservation both internally and externally; model exceptional behaviour; align program goals to Kawartha Conservation's vision, mission, and focus; communicate successes internally and externally. Achieve common goals through teamwork; by collaborating, listening, and sharing information and finding common solutions.

- Provide excellent internal customer service to, and integration with other departments.
- Participate in, and assist in carrying out strategic planning and implementation, developing strategies for addressing weaknesses and determining new initiatives in line with the goals/objectives of the organization.
- Participates in specific projects as required. The Director has the authority to assign additional tasks suitable to the position.

Risk Management and Administration

Adhere to and ensure that activities are compliant with OHSA and other pertinent laws, regulations, administrative standards and required practices; to eliminate or reduce risks to overall organization. Communicate potential risk situations including determining root causes and suggesting recommended changes.

- Responsible to lead information security: performs security risk, vulnerability assessments, and business impact analysis for information systems and investigates suspected attacks and manages incidents.
- Initiates & monitors actions to investigate and resolve problems in systems, processes and services including development of relevant policies and client training.
- Implements and contributes to the development of an IT management plan and/or other plans, as required.
- Proficiency in documenting processes and monitoring performance metrics and providing the Director, Corporate Services with key updates.
- Administer software licensing and purchasing for effective installation of network.
- Ensure privacy of records adhering to the Municipal Freedom of Information and Protection of Privacy Act.
- Keep current and knowledgeable about all applicable Health and Safety legislation to ensure compliance.
- Assists with the corporate security systems and software for building access and security.

Qualifications

- College diploma or university degree in the field of computer science or a related field or an equivalent combination of education and experience
- 3-5 years' experience in a Microsoft networking environment & windows server management
- Microsoft Certified Professional, Microsoft Technology Associate, Microsoft Role Based Certificates and/or ITIL certification will be considered an asset
- Experienced with SharePoint Administration
- Cisco Certified Network Admin (CCNA) will be considered an asset
- Familiarity with iCreate, Form Builder and websites will be considered an asset
- Experience with help desk and/or providing customer support.
- Experience with MS Exchange, Office 365 (SharePoint, OneDrive, Teams, Outlook, etc.), Active Directory, Group Policy, VMware, VPN, VDI, Veaam, Reverse Proxy, A/P's, MDM, VOIP, Telephony, and Enterprise backup
- Experience with cloud-based servers would be considered an asset
- Fluency in programming languages and automation tools (Python, Ansible, etc.) is considered an asset
- Experience in a municipal environment would be considered an asset
- Must have a valid Ontario Class G driver's license with a clean record and access to a reliable vehicle.

Skills and Expertise

- Excellent verbal & written communication skills and the ability to communicate efficiently & effectively.
- Proven analytical & decision-making skills to examine specialized & broad problems & develop solutions.
- Confident, professional and articulate with a positive work manner.
- Attention to detail & accuracy.
- Strong organizational / time management skills to meet deadlines and complete tasks.
- Ability to remain calm while working under pressure; adaptable to change.
- Capable of working independently and in a team environment.
- Keen attention to detail for a role where quality assurance is important.
- Highly self-motivated and directed as position requires initiative and independent thinking to respond to variables in a technical environment.

Working Conditions

- Office environment (remote work availability in a hybrid model)
- There may be times off-site support is required
- Mandatory adherence to safety policies and practices
- Significant time will be spent on the computer, with long periods of sitting
- High level of concentration is required
- Travel using corporate vehicles
- Additional hours may be required to meet deadlines, peak work periods, obligations, attend meetings and special events

Our Core Values

Teamwork
Work cooperatively and effectively with others to reach a common goal; participate actively in group activities fostering a team environment; develop teams that offer a diverse range of perspectives and experience in order to develop plans or actions that consider all factors; value and encourage teamwork through daily actions and by soliciting feedback from all levels of the organization; build cooperation and communication between multiple teams, recognize when different teams could work together for improved success.

Client Service
Provide superior service to both internal and external clients. Demonstrate tact and diplomacy; develop and implement practices and programs that will benefit Kawartha Conservation while improving client satisfaction.

Health and Safety
Maintain a safety conscious attitude and lead by example. Consistently follow Kawartha Conservation's Health & Safety policy; maintain a safe, hazard-free working environment; and show initiative in suggesting improvements to the H&S policy/program.

Job Competence
Produce accurate, quality work. Be detail oriented with strong time-management skills.

Communications
Keep the Leadership team, peers, and other staff informed; express ideas/concerns clearly; respond promptly and appropriately to verbal and written instructions; and demonstrates tact and diplomacy.

Job Knowledge
Technical and professional knowledge is current and applicable to the position. Adaptability and desire to learn new skills.

Problem-Solving
Identify and analyzes problems; develop appropriate solutions to problems and make recommendations.

Promote a Positive Work Environment
Promote a positive and productive work environment and a healthy workplace; value, respect and recognize efforts and results of others.