

JOB PROFILE

Information Technology– Corporate and Human Resources

Corporate Network Specialist

The successful candidate will be a key member of the Network Services Team with a focus on quality customer service and continuous improvement processes. Experienced in data and communications networking, this position will be responsible for the design and maintenance of a high performance, highly available and converged network. Guided by the goals and objectives of the City of Guelph Strategic Plan and committed to the Corporate Values of integrity, excellence and wellness, the candidate will aid in the achievement of the Community Vision – to be the city that makes a difference.

DUTIES:

- Apply knowledge and best practices that enable seamless network communication for City of Guelph employees and their partners.
- Apply upgrades necessary to keep the network equipment at a vendor and industry recommended level.
- Manage the life cycle of the City's network infrastructure.
- Create detailed documentation for all areas of the corporate network.
- Work with services areas to accommodate intra-site and inter-site networking needs.
- Coordinate wiring upgrades for existing and new City facilities with vendors and Engineering staff.
- Prepare Request for Proposals and Tenders for acquisition of new technology.
- Set network standards and guidelines for cabling, patching, and endpoint connections.
- Respond to Help Desk user calls relating to client connectivity issues and troubleshoot accordingly.
- Create communications for planned and un-planned network outages.
- Work with other IT staff to accommodate needs for wireless, video, surveillance, and voice communications.
- Implement a network monitoring and notification system to maximize uptime for clients.
- Perform other related duties.

QUALIFICATIONS:

- Considerable experience related to the duties listed above, normally acquired through the completion of a university degree or college diploma in Computer Science or a related discipline and considerable experience in supporting network infrastructure within a large corporate Cisco environment. Candidates with an equivalent combination of education and experience will be considered.
- Must possess a valid class G drivers licence with a good driving record and access to a vehicle.
- Excellent analytical, problem solving and decision-making skills.
- Excellent verbal and written communication skills with the ability to communicate with all levels of staff, stakeholders and external vendors.
- Ability to work both independently and in a team environment.
- Ability to prepare Request for Proposals and Tenders.
- Cisco Certification with CCNA, CCNP, CCDP, CCVP, or CCIE would be an asset.
- Considerable knowledge in current Microsoft desktop/server operating systems.
- Microsoft Certification with MCSE and/or MCITP would be an asset.

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