



Network Administrator
Internal/External Job Posting #: 2023-33
Closing Date: Wednesday, September 20, 2023 4:30pm

The City of Owen Sound is seeking a dedicated professional to fill a permanent full-time role of Network Administrator. Reporting to the Manager of Information Technology (I.T.), this position is responsible for the implementation, maintenance, and support of voice and data networks. The position is also responsible for information security and systems to support all departments, divisions, services, and operations within the City of Owen Sound. This position plays a key role in establishing and maintaining technology infrastructure and its security to support all City services.



Owen Sound is a diverse and culturally rich community located on the southern shores of Georgian Bay in Southern Ontario, approximately two hours north of Toronto, and on the doorstep of the Bruce Peninsula. Owen Sound is the largest urban community in Grey and Bruce counties characterized by a magnificent harbour and bay, two winding rivers, tree-lined streets, an extensive parks system, and tree-covered hillsides and ravines.

Owen Sound is a place where you can stay active, indoors and out, in all seasons. Many of our most popular recreational sports, such as biking, hiking, golf, swimming, motorcycle touring, and ATV riding, take advantage of our geography and natural assets: gently rolling hills, protected forests and parkland, and waterways flowing into Georgian Bay. Winter doesn't have to put a halt to your outdoor fun. We have plenty of snow sports when the frost hits and snow flies, from skiing and snowshoeing to snowmobiling and skating. Prefer to exercise indoors? We have several sports facilities to choose from, including a modern YMCA with indoor pools and ice rinks and the City is home to the OHL Owen Sound Attack hockey team.

The City of Owen Sound municipal offices are located in the City's historic downtown core. Urban convenience is reconciled with balanced lifestyle in this welcoming, vibrant and growing community. Enjoy visits to galleries, library, theatres, museums, festivals, local shopping and dining right outside the doors of City Hall.



The successful candidate will have a two (2) year college diploma in MCSE, CCNA, VCP, A+, Network+, Security+, or equivalent experience. Strong customer service skills are required. Three (3) years of experience in a network related role is required.

Additional Skills & Competencies Required:

- Proven technical skills in Microsoft Windows Server components including active directory, group policy, DNS, and DHCP as well as experience maintaining Microsoft Exchange and Microsoft SQL technologies
- Proven technical ability in network support including a thorough understanding of firewall, switching, router, and VPN technologies
- Understanding of VMWare and virtual server technology
- Experience with VoIP telephone technologies
- Ability to configure wireless networks, and mobile operating systems
- Strong analytical, problem-solving and project management skills
- Effective communication skills, both oral and written
- Strong interpersonal and customer service skills

The full job description is below. The salary range for this position is \$69,251 – \$81,536 and the City offers a comprehensive 100% employer-paid Extended Health & Dental program and OMERS pension.; To explore this opportunity further, we invite qualified applicants to forward their resume and cover letter referencing job #2023-33 by Wednesday, September 20, 2023 at 4:30pm to:

Human Resources
City of Owen Sound
E-mail: hrjobposting@owensound.ca

The City of Owen Sound is an equal opportunity employer, valuing and respecting diversity. We are committed to inclusive, barrier-free recruitment and selection processes. We will accommodate the needs of qualified applicants under the *Human Rights Code* and the *Accessibility for Ontarians Disabilities Act*, in all aspects of the hiring process, upon request. We thank all applicants for their interest; however, only those being considered for an interview will be contacted. In accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, personal information is collected under the authority of the *Municipal Act* and will only be used for candidate selection.

Department: Corporate Services **Division:** Information Technology

Job Title: Network Administrator

Employee Group: CUPE 1189-00

Direct Supervisor: Manager of Information Technology

Revision Date: August 2023

Position Summary and Scope:

Reporting to the Manager of Information Technology (I.T.), this position is responsible for the implementation, maintenance, and support to voice and data networks, information security and systems to support all departments, divisions, services, and operations within the City of Owen Sound. This position plays a key role in establishing and maintaining technology infrastructure and its security to support all City services.

Duties and Accountabilities:

- Ensure system backup processes and disaster recovery tests are performed.
- Responsible for data security in the form of security configuration and policies
- Provide recommendations for upgrades to the technology infrastructure hardware and software
- Create and maintain documentation including networking diagrams and documentation
- Assists with technology planning through ongoing research.
- Manages projects according to agreed deliverables and according to standard project management processes as assigned by the Manager of Information Technology.
- Promote effective and appropriate use of technology and systems within the City of Owen Sound
- Provides second level helpdesk support
- Provide support for problem determination / resolution, new installations, upgrades of a wide range of network hardware, software, peripherals, and applications.
- Provides recommendations in the development, implementation and continuous evaluation for all I.T. infrastructure activities
- Provide hardware and software support for all network infrastructure equipment, servers and workstations ensuring maximum system reliability
- Recommend and maintain a stable, robust, reliable networked system including Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS)
- Provide support and guidance where applicable to other IT staff and provide back-up support to all information technology functions
- Assist in the development, maintenance and implement the City's Cyber Incident Response Plan (IT) and the disaster recovery strategy to protect the City's information systems and IT infrastructure
- Assist in the development of policies and procedures related to I.T infrastructure issues.
- Provide recommendations for upgrades to the technology infrastructure hardware and software

- Support Microsoft Active Directory and Azure Active Directory services at the Enterprise level as required
- Provides administration and support for Microsoft 365 and all its applications
- Assist in the development of the Division's budget annually relating to I.T. infrastructure
- Performs technology needs analysis.
- Research, recommend and implement solutions involving the use of new technology
- Participate on a rotation basis in after-hours support coverage
- Other duties as required and assigned

Employee Health & Safety Responsibilities:

Carry out work in a safe manner, preventing safety hazards to the incumbent and others;

Actively participate in all COS safety initiatives and trainings;

Report all hazards, incidents, accidents, near misses, injury or illness promptly to your supervisor; complete all requested documentation.

Follow all COS policies and procedures as well as the Occupational Health and Safety Act.

For a detailed description of worker responsibilities see the Occupational Health and Safety Act Part III Section 28

Educational Requirements:

Two (2) year College Diploma

Details – Specialty, major etc.:

MCSE, CCNA, VCP, A+, Network+, Security+, or equivalent experience

Skills and Competencies at the working level:

- Proven technical skills in Microsoft Windows Server components including active directory, group policy, DNS, and DHCP as well as experience maintaining Microsoft Exchange and Microsoft SQL technologies
- Proven technical ability in network support including a thorough understanding of firewall, switching, router, and VPN technologies
- Understanding of VMWare and virtual server technology
- Experience with VoIP telephone technologies
- Ability to configure wireless networks, and mobile operating systems
- Strong analytical, problem-solving and project management skills
- Effective communication skills, both oral and written
- Strong interpersonal and customer service skills

Experience at the working level:

Previous Work Related Experience (# of years or months):

3 years experience in a network related role

Positional on-the-job training required (# of weeks or months):

6 months

Working Relationships:

This position will work daily with all City staff to provide support and training. This position will also interact and provide support to Mayor, Council and City vendors.

Independence of Decision Making:

Has established policies & procedures: Yes

Supervisor or lead hand usually available: Yes

Problem solves within clear guidance and/or past practice Yes

Physical Demands: Length of time/repetitions/weight in average working day.

Computer Use: up to 7 hours per day

Walking: up to 2 hours per day

Standing: up to 2 hours per day

Sitting: up to 7 hours per day

Lifting: periodic up to 50lbs

Ladder Climbing: periodic

Exposure:

Other: Occasionally working in remote and uncomfortable locations & conditions

Working Conditions:

Hours of work: 35 hours per week

Shift length: 7 hours per day

Shift Schedule: Monday - Friday

Additional Comments: Additional hours required for system upgrades and updates. Operational demands may also require additional hours. On-call coverage is also required.

Consequence of Errors:

Errors could result in vulnerabilities to the City's network security and outside access to the City's confidential information.

Errors could result in loss of staff time or efficiency which could lead to taxpayer costs and service interruption.