

Position Title: Network Operations Analyst

Classification: IS21

Department/Account: Technology Services

Job Code: 90000657

Work Unit: Physical Infrastructure

Job Title: ESIT AS Information Systems Officer N21

Manager Title: Director, Physical Infrastructure

Last Updated: August 2025

DEPARTMENT OVERVIEW

ESIT Advanced Solutions' Physical Infrastructure group provides technical and operational support for Data Centre Management, Network Services as well as Enterprise Storage and Backups. The group works at maintaining the integrity of the infrastructure and applications residing on shared and dedicated customer-owned hosting platforms. This covers the full range of technical services, including maintaining the products; acquiring, installing, and upgrading hardware and software; managing and maintaining layered products; providing test environments; applying approved patches to operating systems and related software, and maintaining fallback procedures and processes.

The Network Services team is responsible for planning, developing and maintaining the network infrastructure that supports the business systems and technology infrastructure for managed Advanced Solutions clients other clients. It is also responsible for specific architecture and engineering engagements in support of business development, project delivery and ongoing operations, as well as collaborating with the Architecture and Engineering team on ongoing architectural support to all Advanced Solutions business units and clients.

DESCRIPTION

The Network Analyst will provide technical expertise in analysing network connectivity problems not resolvable at the Tier 1 Help Desk. The Network Operations Analyst determines if problems are WAN, LAN or Security related, documents the incidents, and either resolves or assigns to other organizations or partners for further investigation. The Network Operations Analyst will also provide order management support by reviewing technical content, working with clients and technical support staff to ensure orders are completely in a timely manner.

The Analyst will analyze, resolve and document incidents, requests, and problems; submit, assess, review, and implement client requests; participate in projects to implement or enhance IT architecture; investigate, analyze, document and resolve operational problems; work with clients to provide value-added and customer-centric service.

The Analyst also supports all aspects of the network and security infrastructure, is expected to support installations, configuration, operation, maintenance and problem resolution of the IT infrastructure components.

ACCOUNTABILITIES/DELIVERABLES

The Network Analyst will report to a Team Lead and is expected to support, operate, maintain and perform problem resolution of the network and security infrastructure components as well as identifying areas requiring improvement. The position handles multiple urgent and important priorities in parallel on a day to day basis in cooperation with internal and external service providers, contractors and clients.

1. Performs support, maintenance and problem resolution for network environment work components by: (60%)

- Provide second level incident support from the point of assignment through to ticket closure. This includes handling issues, responding to questions, and providing status updates;
- Ensure all incident information is collected and entered accurately in the applicable incident management system;
- Escalate or refer incidents as appropriate to partner service providers;
- Review network and security orders for proper client authorization, completeness and that the order reflects business requirements;
- Schedule and monitor orders with technical staff to ensure orders are completed in a timely manner;
- Escalate urgent orders for immediate action;
- Work with clients to determine and/or test security requirements for new applications;
- Review existing incidents, vendor service changes, and client site change orders to determine if incidents are related to planned work;
- Monitor publicly available information sources to determine if events relate to known outages;
- Proficiently apply applicable tools to troubleshoot TCP/IP issues on Ethernet networks;
- Retrieve data from network and security devices using tools or command line access;
- Respond to access issues affecting common network and business applications such as e-mail, DHCP, DNS, etc;
- Work with partner service providers to address content blocking issues affecting client sites;

- Execute specialized procedures for handling global or regional network outage events. This may include large scale client notifications, participation in post-incident reviews, and provision of frequent status updates;
- Follow through on incident tickets from inception to completion, updating ticket holders and verifying status at regular intervals;
- Provide users assistance with network testing from a variety of client operating systems;
- Monitor existing and historical incident data to identify and report on chronic and trend incidents;
- Raise escalations in accordance with contracted service levels;
- Communicate issue priority on high severity incidents to team lead, Situation Manager, and partner service providers to ensure they are appropriately managed and that tickets stay within service targets;
- Provide direction and guidance to the Service Desk and other support teams in resolving issues;
- Where directed, participate in problem analysis and incident reviews to investigate and document issues and present findings to clients or management;
- Collaborate with colleagues, clients and other service providers on general and specific operational issues and tasks in support of complex and challenging problems and requests;
- Participate on projects requiring network operations support;
- Create and maintain training materials and train other Network Analysts as requested;
- When on call, respond to applicable incidents outside of normal business hours;
- Provide network support for application troubleshooting, technical guidance, and assistance to internal teams;
- Work with internal and partner organizations to document, plan, submit, track, and communicate change requests;
- Draft technical and business communications appropriate for end-users; and
- Provide support for technical and security reviews of network change requests

2. Participates in infrastructure systems projects and support activities by: (20%)

- Analyzing system performance and customer forecasts; identifying potential capacity issues and upgrade requirements; and recommending upgrades/enhancements;

- Analyzing, identifying, and planning overall project requirements and application areas impacted;
- Identifying requirements for licensing changes;
- Installing, configuring application network components and coordinates with other groups. Implements and maintains various applications and utilities on servers; and
- Create and maintain process documentation.

3. Performs other related duties as required: (20%)

- Communicate with Situation Manager and Team Lead on high severity issues; drafts technical communications appropriate for end-users;
- Collect and consolidate metrics for helpdesk and telephony SLAs. Prepare charts and spreadsheets;
- Provide technical and security reviews, assessments, tracking, and approval for change requests from clients, internal and external teams;
- Make recommendations to improve processes, procedures, and service delivery; and
- Perform other network support related duties as directed.

SUPERVISORY RESPONSIBILITIES

Direct (directly supervises assigned staff) 0

Indirect reports (supervises through subordinate supervisors) 0

PROJECT/TEAM LEAD OR TRAINING RESPONSIBILITY

Supervises students or volunteers: No

Provides formal training to other staff: No

Leads project teams: No

Assigns, monitors, and examines work of staff: No

FINANCIAL RESPONSIBILITY

N/A

SELECTION CRITERIA

Education and Experience

- A degree in IT and one year of related experience; or
- A diploma in IT and 2 years of related experience; or

- Certificate or program completion, or some course work, and 3 years of related experience; or
- 4 years of related experience.

Knowledge, Skills, and Abilities

- ITIL foundation or Framework V3 or higher (certification preferred);
- IT security best practices and methodologies;
- Technical standards in an enterprise environment;
- Experience in working in teams;
- Strong working knowledge of and experience with TCP/IP, Wide Area Networks, Local Area Networks and firewalls;
- First level network and/or security certification would be considered an asset;
- Technical support experience with Network Support;
- Experience providing support for wide area networks linking more than 5 sites, including router and switch troubleshooting;
- Experience supporting local area networks with greater than 200 users;
- Experience providing support that includes data center operations;
- Knowledge and skills with standard network troubleshooting and diagnostic tools;
- Knowledge reviewing and applying firewall rule policies;
- Strong organization and people skills are required;
- Ability to work under pressure and tight deadlines and order competing priorities;
- Good verbal, written communication, listening skills, telephone manner; and
- Ability to work well in teams and independently.

Other Requirements

Overtime may be a requirement of this position.

REQUIRED COMPETENCIES

- | | |
|-----------------------|----------------------------|
| • Customer Focus | • Building Effective Teams |
| • Integrity and Trust | • Priority Setting |
| • Ethics and Values | • Decision Quality |
| • Motivating Others | • Business Acumen |
| • Drive for Results | • Organizing |

We take care of our people (what we offer):

Salary Package

- Employment Type: Employment Type: Full Time, Regular
- Union/Non-Union: Union - BCGEU
- Salary Grid Level: Level 21, Salary Schedule 2
- Annual Salary: \$81,668.54 - \$93,002.24
- Office Location: Victoria, BC - Hybrid

Benefit Package

- 15 Vacation days, with entitlement increases with service
- Maternity, Parental and Pre-Adoption Leave with option for top up
- Employee Assisted Program including paid counselling services for you and your family
- Paid sick leave for when life happens
- Extended health and dental
- Public Service Pension plan, matched by Advanced Solutions
- Excellent Rewards and Recognition Program

**An eligibility list may be created. Lesser qualified applicants may be under-implemented or appointed at a lower level.*
