Advanced Solutions
a DXC Technology Company

Position Title:	Intermediate Network Technical Analyst	**Classification:**	IS24
Department:	Infrastructure Services	**Job Code:**	00S50L
Work Unit:	Network Operations	**Job Title:**	Information Systems Officer 24
Manager Title:	Director, Physical Infrastrucutre	**Last Updated:**	May 2026

DEPARTMENT OVERVIEW

Infrastructure Services provides services to 19 core government ministries, several Crown corporations and broader public sector organizations, and over 30,000 government employees. In support of government objectives to lower costs and improve service delivery, these clients have formed a partnership with Hosting Solutions BC to receive reliable and cost-effective services for the benefit of the citizens and businesses they serve across British Columbia.

DESCRIPTION

The Intermediate Network Security Operations Analyst will provide technical expertise in analyzing security and network connectivity problems not resolvable at the Tier 1 Help Desk. The Network Security 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 Security Operations Analyst will also provide order management support by reviewing technical content, working with clients and technical support staff to ensure orders are completed 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 perform installations, configuration, operation, maintenance and problem resolution of the IT infrastructure components.

Support responsibilities for critical client infrastructure will require participation in rotating on-call services for some clients.

ACCOUNTABILITIES/DELIVERABLES

The Intermediate Network Security Operations 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;
- Receives and resolves escalated issues from other teams and clients;
- Escalate or refer incidents as appropriate to partner service providers;
- Follow through on incident tickets from inception to completion, updating ticket holders and verifying status at regular intervals;
- Review network and security orders for proper client authorization, completeness and that the order reflects business requirements;
- Prepare, schedule and monitor orders for network engineering implementation and ensure orders are completed accurately and 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;
- 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;
- Designs and implements network infrastructure changes in support of new services and operational improvements by integrating input from various technology groups;
- 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 Help 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;
- Identifies, defines, develops, and implements policies and procedures regarding networks and monitors adherence;
- 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 Intermediate Security Operations Analysts as requested;
- If 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;
- Provide support for technical and security reviews of network change requests; and
- Trains, mentors, and provides direction to junior staff and fosters an environment of continual improvement.

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;
- Provides technical expertise, and support on network projects to management and customer development teams on new or enhanced applications, ensuring impacts are clearly understood;
- Analyzing, identifying, and planning overall project requirements and application areas impacted;
- Testing the compatibility of all products with new or revised application environments; researching options for elimination; drafting purchase requisitions; and working with selected vendors to ensure adherence to specifications, etc;
- 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
- Identifies, defines, develops, and implements policies and procedures regarding networks and monitors adherence.

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

Type of Report	#	Type of Report	#
Direct (directly supervises assigned staff)	0	Indirect reports (supervises through subordinate supervisors)	0

PROJECT/TEAM LEAD OR TRAINING RESPONSIBILITY

Role	Y/N	Role	Y/N
Supervises students or volunteers	N	Provides formal training to other staff	N
Leads project teams	N	Assigns, monitors, and examines work of staff	N

FINANCIAL RESPONSIBILITY

N/A

SELECTION CRITERIA

Education and Experience

- A degree in IT and three year of related experience; or
- A diploma in IT and 4 years of related experience; or
- Certificate or program completion, or some course work, and 5 years of related experience; or
- 6 years of related experience;
- Strong experience with network segmentation, subnets, VLANs, IPAM and routing;

- Experience with Checkpoint firewalls and Tipping Point Intrusion Prevention Systems (IPS) is desirable;
- Network Certification such as Cisco CCNA/CCNP or equivalent is desirable.

Knowledge, Skills, and Abilities

- ITIL framework V3 or V4 (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 and IPS 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

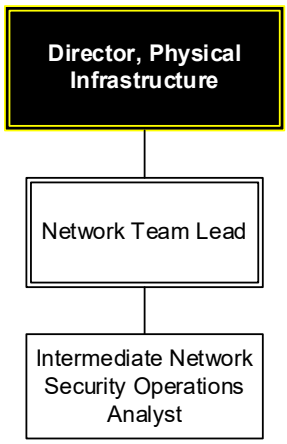
- Standby and on-call may be a requirement of this position; and
- Overtime may be a requirement of this position.

REQUIRED COMPETENCIES

All Advanced Solutions employees are required to display the following competencies:

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

DEPARTMENT STRUCTURE



WHAT WE OFFER

All Advanced Solutions employees are required to display the following competencies:

Salary Package

- Employment Type: Full time, Regular
- Union/Non-Union: Union-BCGEU
- Salary Grid Level: Level 24, Schedule 2
- Annual Salary: $89,149.97-$101,701.30 (Based on a 35 hour work week)
- 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