

Working Title Network Analyst	Name
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Position Number	Division, Branch/Unit Technology Support And Operations, Infrastructure And Service Management / Technical Services	Ministry Technology and Innovation
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Present Class Systems Analyst 2	Requested Class
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Dept ID	Program Code	Project Code (if applicable)
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PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

Reporting to the Team Lead, this position is the full working level of the Systems Analyst stream. The position plays an integral role in the development, implementation and administration of information technology (IT) projects or operational work. It will use its diverse IT expertise to operate independently on assigned work; however, it will receive broad guidance on overall scope of work and assistance on more complex situations. In some instances, the position may be responsible for overseeing the work of a junior position.

Service Alberta provides IT shared services to all the Government of Alberta ministries and several of their Agencies, Boards and Commissions. They also provide services to the public. Reporting to the Manager, Network Operations, and the Senior Network Analyst, this position is responsible for the full support of The GOA shared data network service. This encompasses the entire life cycle of the network service from the development to installation to maintenance / operation and finally the decommissioning of the hardware that supports the LAN and WAN networks service. This will provide the cross ministry clients with a reliable and cost effective network service. This position will be required to take a technical lead role in both projects and operation activities.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

- 1) **Daily Operations:** The incumbent is responsible for the day to day operation of services offered by the Service Alberta team with the goal of maintaining a high level of service availability and customer satisfaction. Specific activities include:
 - a. Processing service requests
 - b. Providing consultation and technical expertise to team members, stakeholders and customers
 - c. Monitoring the availability and capacity of existing services
 - d. Moderating and modifying the security to provide confidentiality, integrity and availability to Government of Alberta data assets
 - e. Participating in the configuration, planning and implementation of network services
 - f. Maintaining/updating network procedures and processing documentation, configuration diagrams and spreadsheets
 - g. Establishing proper communications with clients, vendors, other technical support groups and Data Centre Operations staff
 - h. Providing required technical assistance and consultation to internal groups as well as other ministries
 - i. Assisting in training and coaching team members to support the service
- 2) **Service Support:** The incumbent is responsible for support of services offered with the goal of restoring a failed service or a service which is not fully operational. Specific activities include:
 - a. Troubleshooting reported incidents to restore service
 - b. Anticipating potential incidents to identify proactive troubleshooting measures

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- c. Change Management
 - d. Monitoring the service to ensure proper functionality
 - e. Interfacing with the outsourced supplier to resolve issues.
 - f. Participating in the incident response procedures.
 - g. Onsite installation, troubleshooting, and removing of network equipment within Edmonton and remote locations
- 3) Service Improvement: The incumbent is responsible to provide continual service improvement of the Service Alberta supported existing services. Specific activities include:
- a. Researching new technologies
 - b. Participating in or managing projects to introduce new services or customers
 - c. Participating in change and release management processes
 - d. Suggesting new methods to increase efficiency of available resources
 - e. Assisting in developing Service Alberta direction for the services

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

The position can work within a wide variety of environments and with several different ministries and/or several different technical teams. Each technical team will have their own set of technical knowledge and process requirements. The position must be flexible and knowledgeable in several technical areas as well as project, operational and government processes. Creativity will be crucial in developing improvements in the project processes. The position has some increased responsibility in providing guidance to several technical teams and making decisions that will affect the overall success for each project. Ultimate accountability for the success of the project is typically at a higher level. Projects have a cross-ministry or government-wide affect on how clients and public access and use government information technology systems.

The shared IT services include infrastructure services, service hosting, and authentication services used by Ministries for their desktop, file, print, domain, and other essential services such as email services. Application hosting is provided for many ministry dedicated and cross-government applications for use by the general public and/or the ministries themselves. As such, this position is expected to contribute to providing 7x24x365 high availability network services according to the applicable Service Level Agreement with the ministries and the Operational Level Agreement with other support groups and/or vendors. Finally, some services are offered to all customers throughout the world. The GOA services are outlined in the Service Alberta Service Catalog.

This position is responsible for:

- Supporting two enterprise network cores Edmonton – Neil Crawford Center and Calgary - John J. Bowlen Building. These data centers comprise of 14 - Cisco 6500, 4 Nexus 7000, 16 – Cisco Nexus 5000
- Supporting the GOA Shared network environment spans 560 + locations and approximately 3200 + network devices throughout the Province of Alberta
- Coordination of SuperNet related issues for all 18 Government of Alberta Ministries and their Agencies, Boards and Commissions. This spans 700 + locations throughout the Province of Alberta
- Coordination of alternative Internet Service Providers solutions for all 18 Government of Alberta Ministries and their Agencies, Boards and Commissions.
- Implementation of new cross ministry networking technologies which can be utilized by all Ministries
- Providing network consultations to all 18 Government of Alberta Ministries and their Agencies, Boards and Commissions on single or multiple ministry projects. This often includes client moves, network consolidations, best practices, new service implementations, Supernet information or troubleshooting

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- Performing site surveys and network recommendations at new and existing locations for all Ministries in the GOA shared network
- Providing solutions for Cross Government Network Architecture and Network Connectivity

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.

Positions at this level work with other IT professionals and are assigned to project duties that require thorough knowledge of computer science concepts and methodologies (software, infrastructure, programming, network and mainframe products, and systems management). This theoretical knowledge is typically gained through a post secondary degree in computer sciences or related program and two years of hands on related experience (four years of related experience is required if an employee has a related diploma).

- Knowledge of Government IT policies and legislation and an understanding of its application on related assignments.
- Understanding of project management concepts and processes.
- The ability to work well in a team environment, take direction, mentor junior employees and work within deadline constraints is essential.
- Strong communication skills are required to explain IT concepts, consult with stakeholders and provide guidance.
- The incumbent must be familiar with practical applications of ITIL Service Support and Service Delivery and Microsoft
- The position requires knowledge of processes and policies used by Service Alberta
- The position requires special emphasis in the competencies of Client Focus, adaptability, innovation and teamwork.
- Expert level knowledge of applicable IT technologies is desirable.
- In depth analytical skills for problem solving – identification, diagnosis, resolution.
- General knowledge of applicable programming and scripting languages.
- Broad knowledge of research techniques for hardware/software evaluation.
- Extended organizational skills (i.e. prioritization skills and ability to work in a continually changing technical environment)
- Good interpersonal and communications skills (both verbal and written)
- Proven ability to function on an individual basis and in a team/group environment
- ITSM (Remedy) application knowledge is desirable
- In-depth knowledge of network routing protocols (OSPF, EIGRP, etc)
- In-depth understanding and experience in the use of Cisco IOS (routers and switches) and Cisco OS
- In-depth understanding of network monitoring tools such as HP Openview, Sniffer, Treverse
- In-depth knowledge of networking best practices
- In-depth knowledge and use of wireless solutions (Cisco WCS, Controllers, and AP)
- In-depth knowledge and hands on experience for managing and supporting Cisco ASA firewalls
- Knowledge and experience with QoS, VRF, Cisco MPLS, and Queuing
- Knowledge of multiple vendor routing and switching solutions
- In-depth knowledge of basic and advance networking principles (TCP, UDP, Ip addressing, etc)
- Ability to troubleshoot and resolve network related issues quickly
- Ability to communicate with clients in a professional manner
- Ability to create and follow network related procedures and documentations

CONTACTS: The main contacts of this position and the purpose of those contacts.		
Who	Frequency	Purpose
Colleagues	Daily	Discuss operational and project issues, assist in planning and provide solutions. Escalation of issues, and adjustment of priorities, provide direction on assigned tasks
Internal Clients	Weekly	Seek clarification on issues or problems; provide solutions, options and support. Review project status
External Clients	Provide frequency of contact	Seek clarification on issues; provide solutions, options and support. Review project status

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.
None

CHANGES SINCE LAST CLASSIFICATION REVIEW: List the significant changes that have occurred in your job since the last review.
List applicable changes if position has changed since last review.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff MUST be attached.

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned.

Incumbent	_____	_____	_____
	Name	Signature	Date
Manager	_____	_____	_____
	Name	Signature	Date
Division Director/ADM	_____	_____	_____
	Name	Signature	Date