A Record of Success: The King's University in Edmonton is a lively, dynamic and nurturing learning environment. King's learning experience is enhanced by the institution's strong commitment to community service and faculty research. King's offers fully accredited three- and four-year Bachelor degrees in the arts, humanities, social sciences, natural sciences, and commerce, as well as a two-year Bachelor of Education after-degree. King's currently serves over 900 students of all ages from a variety of backgrounds from across Canada and abroad, representing a wide variety of nations.

Server/Network Analyst

Full-time, Continuing

$56,000 - $78,000

POSITION SUMMARY

This position is responsible for planning and performing the design, installation, and connectivity of computer and telecommunications systems and network infrastructure to make sure the steady operation of the organizational IT resources.

As Network/Server Analyst:

- Design and build networks, test the network platform, and use specialized software to monitor performance within the network.
- Forecast potential needs for the network expansion and monitor bandwidth and analyze routers to manage improvements to meet the network requirements.
- Move networks and functions to private, public, and hybrid cloud infrastructures to maximize flexibility and productivity.
- Maintain the server/SAN environment and telecommunications systems.

KEY RESPONSIBILITIES

Network infrastructure duties:

- Design and implement new network solutions and/or improve the efficiency of current networks.
- Build infrastructure automation to ensure rapid delivery of system and application updates.
- Carry out testing and fine-tuning to ensure optimal efficiency.
- Install, replace, configure, upgrade, and support network equipment including routers (Sophos), servers and storage (HPE), wireless (Aruba and Cisco), switches (Cisco and HP), firewalls (Sophos), WAN, LAN, SAN, DNS, DHCP, etc. in accordance with IT change management protocols.
- Procure network equipment and manage subcontractors involved with network installation.
- Configure firewalls, routing and switching to maximize network efficiency and security.
- Implement effective security strategies and measures on networks to protect data, software, and hardware.
- Maximize network performance through ongoing monitoring and troubleshooting.
- Arrange scheduled upgrades.
- Investigate faults in the network and troubleshoot any network issues which may arise in a timely basis to maintain service levels including error debugging, root cause analysis, and the handling of service requests.
- Update network equipment to the latest firmware releases.
- Set up user accounts and manage IT onboarding and offboarding procedures.

- Develop plans and processes for upgrades, maintenance, and installations to reduce interruptions to the stakeholders.
- Prepare backup systems to defend against any outages and manage the backup and recovery of systems.
- Use operating master consoles to monitor network usage, reliability, and performance.
- Maintain, configure, and monitor virus protection software and email applications.
- Ensure compliance with relevant legislation, regulations, industry standards, and policies.
- Establish VPNs for clients.
- Collaborate with third-party support and service vendors to ensure the on premises infrastructure stays operational and current.

Cloud infrastructure duties:

- Identify appropriate cloud providers.
- Design, plan and implement client-specific cloud solutions.
- Ensure the cloud network is responsive to user demands.
- Scale cloud services to growing demands and liaise with cloud providers to determine growth plans.
- Troubleshoot any cloud network issues which may arise in a timely basis to maintain service levels.
- Monitor cloud network usage, reliability, and performance.
- Ensure cloud provider is compliant with relevant legislation, regulations, and industry standards.
- Ensuring and maintaining the security of clients' cloud infrastructure.
- Manage third-party support and service vendors to ensure the cloud infrastructure stays operational and cost effective.

Telecommunications duties:

- Establishes communications systems by installing, operating, and maintaining voice and data telecommunications network circuits and equipment (Nortel and MS Teams).

Other duties as required, including but not limited to:

- Report network status, performance, and plans to CIO.
- Business consulting and advice.
- Provide back-up for other team members during scheduled and unscheduled absences.
- Organizational change management and training.

QUALIFICATIONS

Education:

- A bachelor's degree in a related field is preferred. A combination of education and experience in a Microsoft environment will be considered.
- Amazon Web Services (AWS) Certified Cloud Practitioner, AWS Certified Solutions Architect, Associate Cloud Engineer, Microsoft Certified – Azure Fundamentals, Microsoft Cloud Platform and Infrastructure (MCSE), Cisco Certified Network Administrator Cloud (CCNA Cloud), Cisco Certified Network Professional Cloud (CCNP Cloud), VMWare Certified Professional 7 - Cloud Management and Automation (VCP7 – CMA) certifications considered an asset.

Skills and Abilities:

- In-depth knowledge of networks including clients, servers, internet routing, IP addresses, network hubs, HyperV, VMware, WAN, LAN, SAN and VoIP.
- General knowledge of organizational change management, project management, procurement, vendor management, asset management, information security, infrastructure management, cloud managed services, data centre management, IT change management, and related legislation, regulations, industry standards and trends.
- Previous experience implementing related frameworks and protocols.

- Excellent understanding of Microsoft Office products, Visio, and Project.
- 5 years' experience in managing sophisticated computer networks including on premise and cloud.
- 5 years' experience in network architecture and deployment.
- Previous experience with cloud-based solutions such as enterprise resource planning, student information system, learning management system, customer relationship management, case management system, and fund raising and relationship management solutions an asset.
- Ability to work long and irregular hours, sometimes under stress, and sometimes on weekends or evenings when emergency calls need to be answered or planned maintenance or upgrades occur.
- Must be an effective analytical thinker, problem solver, collaborator, and communicator.
- Strong documentation skills.

A condition of employment is assent to the University's Christian Statement of Faith found at: https://www.kingsu.ca/about-us/careers

Position will remain open until a suitable candidate is found. Forward resumes to:

Human Resources
The King's University
9125-50 Street, Edmonton, Alberta
T6B 2H3

E-mail: humanresources@kingsu.ca. Visit our web site at www.kingsu.ca.

We appreciate all applicants for considering The King's University as a potential employer, however, only those considered for an interview will be contacted.

The King's University respects, appreciates and encourages diversity. We welcome applications from all qualified individuals including members of visible minorities, Indigenous, First Nations, Metis, and Inuit peoples and persons with disabilities. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority.