

**POSITION:** Network Analyst  
**STATUS:** Full Time  
**REPORTS TO:** Manager, Infrastructure Operations & Support

## **Primary Role of this Position**

The Network Analyst role is responsible for the installation, configuration, administration and documentation of all network system and components within the K&F environment This requires working with Cisco LAN switches (2960S, 3850) and Cisco WAN routers (2900, 3900, 4000) and other series of routers supporting a fully meshed MPLS network across 11 sites nationwide.

Support of Security devices from a troubleshooting perspective (encryption IPSEC, ACL's and FW rulesets). Experience configuring and troubleshooting complex routing (EIGRP, BGP, OSPF and Static routing)

Your goal is to proactively ensure availability of all systems to the business as well as end user support both locally and at remote offices.

## **Major Responsibilities**

The Network Analyst works a steady shift in this role but may be called upon to work off hours to perform changes based on business and coverage needs. Off hours business support is part of this job function.

In this role, you will be expected to:

- Maintain and support the network, LAN/WAN communication devices.
- Offer assistance related to server hardware and software configurations.
- Monitor network availability and performance on a daily basis against established and approved performance levels and immediately reports issues with recommended corrective actions
- Clearly articulates changes to Server and Deskside groups to ensure impact of changes and new developments are shared.
- Keep all systems patched to necessary levels to guard against security and operational risks.
- Accurately document system problems and resolutions in a timely manner for future reference.
- Provide operational support for wireless network, issues including design and validation, RF site surveys, A/P support, LTE/HSPA.
- Facilitate escalations with vendors re: unsolved problems
- Provides Tier 2 IT Helpdesk support, including diagnosing issues, determining corrective action applying sound and vetted resolutions and recommendations.
- Record and maintain hardware and software inventories.
- Be conversant with current technologies and be able to recommend, seek approval, and implement new technologies and security solutions post extensive testing and verification.
- Frequently review security, procedures and recommend corrective actions needed to gain efficiencies and productivity.
- Test service releases, and configuration changes.
- Research issues and present solutions and workarounds to team members.
- Interface with suppliers and service providers

- Provide weekly and monthly reports as assigned.
- Ensure all tasks on weekly/monthly operating procedures are completed.
- Duties may change from time to time based on business and operational needs. Some cross functional responsibilities may get assigned related to Deskside and Server support as required

## **Education & Training**

The ideal candidate should have a minimum of:

- Computer Science Diploma or equivalent job experience with related technical courses
- Knowledge of Active Directory, MS Windows Server
- MSCE certification an asset
- Cisco certification (CCNP/CCIE) **required**
- Telecom experience within a VoIP environment **preferred**
- 5-10 years hands-on experience supporting enterprise network environments (TCP/IP, DNS, DHCP, WINS)
- Exposure to various Windows operating systems would be an asset.
- Solid understanding and experience with communications protocols: FTP, SFTP, SSH, SSI, HTTP, HTTPS ...
- Experience administrating a VPN & Terminal Server
- Knowledge of Telephone switches and VoIP integration
- Working knowledge of OS/400 operating systems software an asset
- Network security awareness
- Knowledge of project management and change management processes

## **Personal Attributes**

- Collaborative - Team player with effective interpersonal and communications skills
- Customer service oriented
- Thorough problem analysis skills applying strict attention to detail
- Ability to learn quickly and apply creative problem solving skills
- Self-motivated, flexible, service oriented and proactive
- Enjoys a challenging, fast paced, rapidly changing environment and possess the ability to juggle multiple tasks that require planning and organization to meet deadlines and quality standards.
- The ability to prioritize and work independently

Please submit your resume to [resumes@agglobeservices.com](mailto:resumes@agglobeservices.com). Thank you!