**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Senior Network Analyst

**Job Number:** C-043

**NOC:** 2281

**Band:** 12

**Department:** Information Technology

**Supervisor Title:** Manager, Networks and Security

**Last Reviewed:** January 27, 2006

**Job Purpose**

This position works with minimal supervision under the Manager, Network and Security to manage the campus inter-network environment. This position communicates, collaborates and mentors to coordinate plans within the overall IT service architecture. This position analyzes, evaluates, recommends and develops network design for problem resolution, expansion, optimization or integration. This position monitors, evaluates and troubleshoots day-to-day operation of the campus inter-network environment. This position configures and manages inter-networking devices including switches, routers, firewalls and servers. This position prepares and maintains design documents, specifications, work plans, and records of system configuration. This position develops and coordinates project plans, ensuring that all elements of plan are available and that project can be executed to meet deadline. This position receives and manages confidential, personal and proprietary information using sound judgment.

**Key Activities**

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| 1. *Analysis, itemization and problem resolution of the Cam us inter-network environment;*  * Typical problems resolved include configuration problems and network efficiency issues more complex problem resolutions are involved to support the current Hybrid Voice environment at the University, where a traditional telephone and VOIP solution are integrated. Trent University is unique in that it is the only institution where a Mitel SX2000 (traditional telephone PBX) and Cisco Avvid VOIP have been integrated. Because of this unique blend of technology, new procedures are required and continue to be developed in part to manage the existing service and as part of the development to migrate to a completely converged network, where voice and data travel the same physical infrastructure. Collaboration with vendor is required to develop solutions for this unique telephony configuration. Provides advanced technical expertise and leadership to Technical Support Staff to effectively carry out level 1 support in identification of campus voice/data network problems. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. | **25%** |
| 1. *Configure and manage inter-networking devices including switches, routers, firewalls servers, wireless access points;*  * Ensure that devices are running current recommended software release. Consult with vendor and other trusted sources for security and patch announcements and apply where necessary Ensure that maintenance and warranty on all devices is current. Identify areas where equipment requires replacement due to age or hardware limitations (unable to support next software release). Identify and recommend replacement product Coordinate change control on network systems, analyze change risk, and develop Methods of Procedures (MOP). Schedules impacted by University Hours of operation, with most upgrades and installations occurring outside regular business hours (weekends, early mornings and evenings). | **20%** |
| 1. *Evaluation and Design of Campus Inter-network Environment;*  * Evaluate each wiring closet (where all voice and data cabling are terminated) and determine requirements (cabling, hardware, racking, electrical, air quality) to meet closet and network architecture design * Cost out required modifications * Develop MOP (method of procedure) to implement design. Identify timelines for purchasing, installation and activation. Identify critical path and target dates. | **20%** |
| 1. *Plan, develop, install and manage server and network-based monitoring: systems;*  * Automate network monitoring through scripts or routines. Monitoring of systems is required to provide a proactive environment where interruptions to service can be prevented or the impact reduced. * Monitor and evaluate system usage and traffic patterns to determine what normal behaviour is. Keep track of network usage and any high volumes of data/voice traffic. Develops or refines processes to optimize and improve network operation. Develop procedures to assist Technical Support Center in level one network support | **10%** |

**Education**

Honours University Degree (4 year), Cisco Certification or equivalency - CCNA, Cisco VOIP.

**Experience Required**

Minimum 6 years’ experience.

**Responsibility for the Work of Others**

Direct Responsibility

At times, contractor's such as Bell Canada or Healey Electric will report to this position (during east bank building project, wiring closet modernization project, specific dept. wiring requests)

Indirect Responsibility

Mentor others within the department by instructing, directing and monitoring to ensure that they have the necessary tools and knowledge to complete projects and ongoing maintenance in a timely manner. Provide details on new functionality within hardware/software to Network Support Group, Network Infrastructure Group and techs at Trent (a group of staff members who support technology in various departments across the University - i.e. Registrars, Finance, Library, Sciences, Grad Studies, and Disability Services) provide advance level support to Technical Support Centre through information guides, detailed troubleshooting: procedures and diagrams on network topology.

**Communication**

Internal:

* Staff and Faculty (see questionnaire)

External

* Vendors, Contractors, Suppliers (see questionnaire)

**Motor/ Sensory Skills**

* (see questionnaire)

**Effort**

Mental:

* (see questionnaire)

Physical:

* (see questionnaire)

**Working Conditions**

Physical:

* (see questionnaire)

Psychological:

* (see questionnaire)