

Located an hour east of Toronto, the thriving Southeastern Ontario community of Northumberland County has a rich history of agricultural production, world-class manufacturing, and economic viability. As the upper tier of municipal government, we weave together seven diverse yet complementary municipalities.

Currently, we are looking to fill the following vacancy:

Senior Technical Support Analyst

Full-time, Permanent.

Hourly wage: \$48.63 - \$60.79/hour based on a 35-hour work week.

Reporting to the Manager, IT Infrastructure, the Senior Technical Support Analyst will primarily be responsible for operational oversight the network infrastructure and supporting elements of the IT infrastructure. This position will have a primary focus on network and telecommunications infrastructure including installing, configuring, and maintaining the network and/or telecommunications components, and providing tier-3 level support to the Technical Support Analysts and Service Desk. The Senior Technical Support Analyst will also be responsible for monitoring the lifecycle of the network and telecommunications infrastructure and providing recommendations towards its strategic direction.

The Senior Technical Support Analyst will be a liaison for vendors, managed partners, and other stakeholders. As such, they will be heavily involved in the design of IT solutions to meet the growing needs of the organization as technology and requirements evolve. The Senior Technical Support Analyst will keep abreast of all current and new technologies as well as industry standard best practices and ensure alignment within the IT infrastructure. They will embrace a continuous improvement philosophy by providing recommendations to IT management and lead implementations of critical projects within the IT department. The Senior Technical Support Analyst will provide input into IT policies and standards, in consultation with management.

Tier-3 support includes taking the lead on Priority 1 incidents, prioritizing, documenting, and actively resolving escalated incidents, while ensuring that SLA targets are met. Problem resolution may involve the use of diagnostic and help request tracking tools, IT vendor engagement, as well as requiring that the individual give in-person, hands-on help at the end-user level.

Qualifications & Skills:

- Post-secondary degree or diploma in Computer Sciences and/or 5 years of relevant experience or equivalent combination of training and experience.
- CCNA or equivalent certification is preferred.
- Extensive knowledge of network design best practices and common network architecture.
- Advanced knowledge of networking switching, routing, and wireless technologies
- Strong knowledge and experience with firewalls and network security (ACLs, VLANs, port security, etc.).
- Strong network diagnostic and troubleshooting skills (packet capture, packet tracing, cable tracing, etc.).
- Extensive knowledge and experience with modern telecommunication technologies (VoIP, SIP, unified communications, etc.).
- Advanced understanding of server and network infrastructure (Storage, -VMWare, Windows/Linux Server, Hybrid Exchange, Azure Active Directory, M365, Backup technologies, Data Center administration, etc).
- Extensive knowledge of Server Infrastructure Hardware.
- Exceptional Documentation skills
- Advanced knowledge of computing hardware including desktops, laptops, tablets, smartphones, phones, printers and other common peripherals.
- Experience with operating systems including Windows (10/11 and Server), Mac OSX/iOS, and

Android.

- Extensive experience with supporting enterprise-level applications like financial systems, GIS, emergency services applications, etc.
- A good understanding of Microsoft SQL Server
- Experience working in a Managed IT Services environment.
- Experience in providing Tier-3 technical support as a subject matter expert and the highest point of escalation.
- Experience as a technical & project lead in cross-organizational projects.
- Strong IT solution design skills.
- Familiarity with the fundamental principles of ITIL.
- Strong work ethic and a positive team attitude with the ability to work independently.
- Relational skills are required to ensure effective corporate representation when interacting with internal staff and external clients and members of the public.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally.
- Able to mentor and provide guidance to Technical Support Analysts.
- Sound analytical, organizational, time management and conflict management skills.
- Able to work under pressure with speed and accuracy.
- Ability to prioritize projects and tasks.
- Participate in rotational on-call afterhours schedule.
- Focused on collaboration within the team & external partners. Problem-solver who is not only able to highlight an issue but also able to provide viable solutions while efficiently executing them to attain desired results.
- A valid Class G driver's license with a clean abstract and access to a personal vehicle is required. **A 3-year uncertified driver's record obtained from Service Ontario must be submitted with your resume. Resumes submitted without an acceptable driver's abstract will not be reviewed.**

The successful candidate will be required to submit a satisfactory criminal background check prior to the commencement of employment. We thank all applicants for their interest, however, only those selected for an interview will be notified.

How to Apply:

When emailing your application, please indicate what source you found this posting in and please ensure your cover letter, résumé, and any other supporting documents are submitted in one file (preferably MS Word (.doc or .docx) or Adobe (.pdf)). Please also indicate in your cover letter your preferred method of contact: text, email, or phone call.

We invite you to submit your application **by 4:30pm on Monday, June 17, 2024, to:**

Human Resources
County of Northumberland
555 Courthouse Road
Cobourg, ON K9A 5J6

Email: hr@northumberland.ca

Please note that accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process. Please e-mail your request to accessibility@northumberland.ca or call 905-372-3329 ext. 2327. Alternative formats of this job posting are available upon request.

Personal information collected through the recruitment process will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.