



**FRASER VALLEY REGIONAL DISTRICT
NETWORK ANALYST I (FULL-TIME)
Competition #2012-03**

The Fraser Valley Regional District is inviting applications from qualified candidates to fill the full-time position of Network Analyst I in the Communications and Technology Department of the Regional and Corporate Services Division. Under the direction of the Manager of Communications and Technology the Network Analyst I will be working as part of a team responsible for providing technical support to the Fraser Valley Regional District.

Knowledge, Skills and Abilities:

- Completion of Grade 12 supplemented by an accredited post secondary two-year diploma in Computer Sciences; plus two years related experience or an equivalent combination of education and experience.
- Thorough knowledge and understanding of the operation of computer software, hardware and networks and their relationship to the customer/user group.
- Working knowledge of computer networks and the components that make up a network and how they relate to one another.
- Ability to install, configure, and maintain computer software, hardware and networks in an analytical and logical manner.
- Ability to analyze computer systems problems and define and implement solutions.
- Good interpersonal skills with the ability to remain courteous, tactful and diplomatic in dealing with internal and external clients.

The wage rate for this full-time Union position is \$24.93 to \$29.33 per hour per hour plus a comprehensive benefit package and pension plan.

If you are interested in applying for this position, please submit a detailed resume, along with a cover letter, indicating how you meet the qualifications. Please quote Competition #2012-03 and send, in confidence, by 4:30 p.m. on February 3, 2012 to:

jobs@fvr.d.bc.ca or mail to:

Human Resources Department
Fraser Valley Regional District
45950 Cheam Avenue
Chilliwack, BC V2P 1N6

or fax confidentially to: 604-702-5461

FRASER VALLEY REGIONAL DISTRICT

CLASS DESCRIPTION

January 2012

1. CLASS TITLE: Network Analyst 1
2. PAY SCALE: Pay Group 112
3. DIVISION: Regional and Corporate Services
4. DEPARTMENT: Communications and Technology
5. ORGANIZATIONAL RELATIONSHIPS:
 - (a) Reports to: Manager of Communications & Technology
 - (b) Supervises: None
 - (c) Coordinates with: Network Analyst II, FVRD management and staff, external contractors, vendors, elected officials and members of the public.

6. GENERAL ACCOUNTABILITY

Under supervision and direction from the Manager of Communications and Technology, employees in this position will provide technical support to the FVRD communication systems, audio visual systems, computer systems and computer network. The incumbent will perform a variety of technical tasks including: installing and maintaining FVRD computers and associated hardware (including FVRD servers); providing network support; supporting network software installations; providing A/V and boardroom support; assessing and resolving computer and network systems problems; completing programming assignments; and providing basic staff training. While independence of judgment in the application of daily routines is authorized, unusual situations are reviewed with the supervisor to determine the appropriate action.

7. NATURE AND SCOPE OF WORK

- a. Installs computer hardware and software.
- b. Investigates, documents, and assesses and resolves computer hardware and software problems and repairs in our networked system.
- c. Resolves minor hardware and related software problems on the servers; refers major and unresolved software and hardware problems to vendor or superior and follows up on such matters.
- d. Performs computer and network systems maintenance functions including backups, error log monitoring, performance tuning, disk space management, software and hardware inventory and operating systems interface.

- e. Sets up new users, printers and associated devices on the computer network.
- f. As requested, undertakes and completes research
- g. Assists with computer network planning and annual budgeting.
- h. Assists with the development of new computer software applications and approaches.
- i. Assists with the maintenance of computer and network systems' security and integrity, including virus scanning procedures for servers and gateway machines.
- j. As required, performs programming assignments.
- k. Assists with the development and delivery of computer and related training.
- l. Develops and maintains FVRD corporate Internet, Intranet and Extranet.
- m. Assists FVRD departments to maintain and administer Internet web pages.
- n. Assists with the development and maintenance of corporate databases and applications.
- o. Participates in the development of organizational computing standards and specifications.
- p. Participates in the preparation of new procedures relating to departmental and inter-departmental operation(s).
- q. Performs routine planning, review and follow-up of computer and network systems activities.
- r. Keeps abreast of current developments in computer software and hardware and related environments.
- s. Provides technical support, information, advice and assistance (computer user support and problem resolution) to elected officials, management, staff, government agencies, and members of the public in a manner that is tactful, clear, concise, accurate and appropriate.
- t. Acts as liaison between Information Services Department and District staff and external contractors and vendors.
- u. Prepares and maintain records, statistics, reports and correspondence, including word processing and data entry onto the FVRD computer and network systems
- v. Responds to internal and external inquiries.
- w. As directed, attends meetings.
- x. Maintains an inventory of computer hardware, peripheral equipment and software.

- y. Performs other related duties as assigned.
8. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES
- a. Must have Grade 12 and a 2 year diploma in computer sciences from a technical institute or college, plus the designation as a Microsoft Certified Systems Engineer combined with two (2) years experience administering a Windows NT network; or an equivalent combination of education/ experience.
 - b. A minimum of 2 years experience in a support role in a network environment, utilizing pc based computer hardware, MS Windows based operating systems, MS Office applications, email and other common software applications.
 - c. Thorough knowledge and understanding of the operation of computer software, hardware and networks and their relationship to the customer/user group.
 - d. Working knowledge of computer networks and the components that make up a network and how they relate to one-another.
 - e. Knowledge and understanding of Hypertext Markup Language (HTML).
 - f. Ability to install, configure, and maintain computer software, hardware and networks in an analytical and logical manner.
 - g. Ability to analyze computer system problems and define and implement solutions.
 - h. Clear and effective written and verbal communication skills, with the ability to explain technical information in non-technical terms.
 - i. Good public relations skills with the ability to remain courteous, tactful and diplomatic in dealing with internal and external clients
 - j. Good interpersonal skills and the ability to establish and maintain effective working relationships
 - k. Must be able to handle confidential and sensitive matters with discretion and integrity.
 - l. Must be in possession of a valid Driver's Licence for the type of Fraser Valley Regional District vehicle being driven.

9. WORKING CONDITIONS:

This is a Union position under the Master Agreement between the FVRD and the Canadian Union of Public Employees, Local 458. The regular hours of work will be 8:30 a.m. to 4:30 p.m., Monday to Friday, with one hour for lunch. The incumbent may be required to travel in the performance of duties, and may work overtime as authorized.