



Information Technology and Broadcast Services (IT&B) provides accessible, secure and progressive information technology services to 87 Members of the Legislative Assembly (MLAs), their constituency offices, caucus offices, the office of the Speaker and management and staff of the Legislative Assembly Office (LAO).

Reporting to the Team Lead of Network Operations and IT Security, the Senior Network Analyst is responsible for full support of network and infrastructure for the LAO, including the full cycle from design, implementation and maintenance, to ensure the timely, reliable and effective operation of services to clients.

IT&B operates in accordance with Legislative Assembly Office (LAO) policies and procedures, the Legislative Assembly Act, Standing Orders and direction from the Speaker, the Members' Services Committee and the Clerk.

Responsibilities

1. Support the efficient and effective functioning of the LAO network to ensure integrity and reliability of the system services and applications in accordance with LAO policies and practices.

Activities:

- Monitor network operations and work with the Network Operations and IT Security team to proactively resolve issues to ensure the uninterrupted flow of data communication
- Work closely with team members to provide strategic connectivity solutions for data access from mobile devices and remote offices
- Consult with external providers on technical or operational problems that require external resources to resolve
- Work with the Network Operations and IT Security team to design, implement and maintain Cisco enterprise network and access control infrastructure including Catalyst switches, ISE, and DNA
- Upgrade all network services to evolve and respond to emerging operational needs
- Implement and maintain Microsoft 365 and Azure cloud services
- Implement and maintain Windows Server and application technologies for on-premises installations
- Implement and maintain technology to support digital recording, transcription and web-streaming infrastructure
- Perform patch management to ensure a consistently configured environment and protect the system from vulnerabilities
- Remain current on newly released patches and security issues that could potentially affect systems and applications used by the LAO
- Participate in the administration and maintenance procedures to facilitate backup and restore processes of the system

2. Support the security of the LAO network both on-premises and hybrid production systems to ensure the integrity and security of system services and applications in accordance with LAO policies and practices.

Activities:

- Work with the Network Operations and IT Security team to monitor, configure and maintain on-premises and cloud security services and infrastructure
- Observe network activity to ensure the integrity and security of data is maintained on LAN, WAN and cloud infrastructure
- Work with team members to identify, resolve and mitigate vulnerabilities
- Work to detect, respond to, investigate and remediate security events from incident to closure
- Develop, implement and automate strategies, tuning tools and rules for detecting and remediating malicious activity
- Stay up to date with trends in the information security community, including new vulnerabilities and methodologies for corporate and production information security

3. Support the network administration function for on-premises and cloud hybrid to ensure appropriate processes and procedures are maintained.

Activities:

- Participate in administrative support of network services to clients and escalations from other teams within Information Technology and Broadcast Services
- Participate in network administration tasks, including network account and mailbox creation and reconciliation
- Participate in ensuring the integration and functionality of mobile device operations
- Participate in the administration of centralized print servers for supporting local and remote sites
- Participate in the technical administration and support of enterprise voice over IP and Microsoft Teams
- Automate business processes and document system configurations, standards and procedures

4. Work collaboratively as part of the IT&B team to ensure efficiency and effectiveness of branch processes, policies and systems.

Activities:

- Maintain an elevated level of technical expertise by being aware of new and changing technology within the field
- Reduce impact of network changes to other IT&B support areas through extensive co-ordination and communication
- Contribute to all DRP strategies and enterprise backup procedures and processes
- Research available network products and services and make recommendations about viable options to the Network Operations and IT Security team
- Provide input on policies and procedures relating to network security and usage to assist in ensuring the integrity of the LAO system
- Consult with the Client Support team on complex issues to ensure clients are provided with responsive service

5. Support the overall operations of the LAO to meet the goals and objectives of the LAO in the provision of support to the Legislature.

Activities:

- Contribute as an active team member to LAO initiatives, which may include supporting the Clerk, Speaker and ceremonial and conference functions
- Participate in planning, implementing and monitoring of services required to ensure a smooth transition from Legislature to Legislature, which includes assisting new Members and staff during pre- and postelection activities
- Demonstrate commitment to workplace health and safety by following safe work practices and reporting work-related accidents and hazards immediately
- Participate in the classification, maintenance, retention and disposition of records within the guidelines of the LAO's file classification and retention schedule
- Demonstrate support for a positive workplace culture and the valued behaviors pursuant to the respectful workplace policy

Knowledge and Skills

- Related postsecondary degree/diploma plus four years of progressive and extensive experience at a senior analyst level in the delivery of technology solutions
- Cisco certified (CCNP R&S or equivalent)
- Knowledge of industry best practices and technological trends and developments
- Extensive knowledge of secure network and system design, implementation and documentation
- Strong understanding of information security best practices
- Expert-level knowledge and experience with installing, maintaining and managing Cisco products such as Catalyst switches, Identity Services Engine (ISE), Wireless LAN Controller, Meraki and Cisco DNA/Catalyst Center in a multi-branched organization
- Strong working knowledge of Microsoft infrastructure and technologies, including AD/Entra ID, Exchange 2019/Online, SharePoint Online, Conditional Access, Intune/Endpoint Manager, and Security and Compliance/Purview
- Ability to lead and participate in ongoing enterprise security and strategy discussions
- In-depth knowledge and a multibranched background that includes expertise from the fields of information technology, networking, engineering and information security
- Strong skill set in network design, system implementation and documentation
- Knowledge of disaster recovery and business continuity technical concepts and data loss prevention
- Ability to adapt to emergency situations and on-call hours
- Strong interpersonal and communication skills, both written and verbal
- Ability to build relations with internal and external clients and project a positive attitude, tact and judgment in all interactions
- Ability to project a professional and objective nonpartisan attitude in interactions with clients
- Strong organizational skills with the ability to prioritize responsibilities and meet deadlines
- Excellent analytic and diagnostic skills with the ability to identify problem sources and develop network solutions to meet evolving requirements
- High level of comfort working in an environment that utilizes varied technical programs and a positive attitude toward change and improvement
- Forward-looking approach and understanding in predicting future directions in information technology
- Working knowledge of the LAO mandate, structure, policies, procedures and protocols

Position Classification

Systems Analyst 3 (512SA)