



**INFORMATION TECHNOLOGY SERVICES
TEAM LEAD, NETWORK OPERATIONS**

October 2026

Information Technology Services (ITS) 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 Manager of IT Operations, the Team Lead, Network Operations, provides hands-on technical leadership and day-to-day oversight of enterprise network and infrastructure services. The role leads a team of technical specialists responsible for the reliable operation of on-premises and cloud infrastructure supporting LAO business operations in a highly available and politically sensitive environment.

The Team Lead is a highly skilled technical leader who assigns workflow, provides technical guidance and ensures operational standards, processes and service expectations are met.

ITS 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. Oversee the daily operation of the Network Operations team, including on-premises and cloud infrastructure and services, security and administration to support client requirements and LAO business needs.

Activities:

- Monitor and assign workflow, communicate priorities and coordinate operational activities to ensure service levels, project commitments and client expectations are met
- Monitor operational performance, service availability and incident trends, providing recommendations to improve reliability, efficiency and service quality
- Provide subject matter expertise to the Network Operations team on complex and nonroutine issues
- Monitor on-premises and cloud infrastructure to proactively resolve issues and forecast future requirements to ensure uninterrupted service
- Provide feedback to staff on performance in a constructive and practical manner
- Participate in goal-setting conversations with team members to support individual development
- Oversee the co-ordination of ITS projects to ensure practical work plans have been developed and appropriate timelines are in place
- Provide support and guidance to staff in the resolution of complex network and server issues
- Offer senior-level technical support for escalated and complex infrastructure and network issues affecting clients and business operations

- Manage major incidents, coordinating response across ITS teams until service is restored
 - Coordinate on-call rotation, including monitoring and after-hours work, and plan for vacations and resource gaps, reallocating work to maintain service levels
 - Evaluate services and products on a regular basis to evolve and respond to emerging operational needs
 - Consult with external providers to identify needs, equipment, service levels, issues and training requirements
 - Report on service availability, incident volumes, resolution times and recurring issues to the Manager of IT Operations
 - Ensure that employee relations issues are managed objectively and professionally through consistent resolution processes
 - Participate in workforce planning, recruitment, interviewing, onboarding and development of Network Operations staff
2. 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 infrastructure and network services, improving monitoring, alerting and operational practices to proactively identify risks and maintain service reliability
 - 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 team to design and implement highly available infrastructure utilizing Microsoft Windows clusters and virtualization technologies to ensure uninterrupted service
 - Design, implement and maintain enterprise network, server, virtualization and cloud infrastructure services supporting LAO business operations
 - Implement and maintain technology to support digital recording, transcription and web-streaming infrastructure
 - Manage infrastructure life-cycle activities, including upgrades, patch management and configuration maintenance to ensure security, stability and operational effectiveness
 - Participate in the administration and maintenance procedures to facilitate backup and restore processes of the system
 - Improve monitoring and alerting coverage, tuning thresholds to detect issues earlier and reducing false alerts
 - Identify and act on opportunities to improve reliability, efficiency and service quality
3. Support the network administration function for on-premises and cloud hybrid to ensure appropriate processes and procedures are maintained.

Activities:

- Oversee and participate in the administration and support of network, messaging, mobility, print and voice services to ensure reliable operation and integration across the environment

- Automate business process and document-system configurations, standards and procedures
 - Maintain ticket-handling standards and supporting documentation, including prioritization, work performed and runbooks so service delivery is consistent across the team
4. Support the security of the LAO on-premises and cloud systems to ensure the integrity and security of services and applications in accordance with LAO policies and practices.

Activities

- Implement and maintain infrastructure-security controls, including firewalls, network segmentation, access controls and security baselines in accordance with approved standards and architecture
 - Manage vulnerability remediation, patching and configuration-hardening activities to reduce operational security risk
 - Identify, investigate and escalate operational security concerns and provide technical support during security incidents
 - Consider security implications when designing, changing or introducing infrastructure and network services
 - Stay up to date with trends in the information-security community, including new vulnerabilities and practices relevant to infrastructure
5. Work collaboratively as part of the ITS team to ensure efficiency and effectiveness of branch processes, policies and systems.

Activities:

- Evaluate technologies, services, policies and operational processes, providing recommendations that support branch objectives, service improvement and long-term infrastructure strategy
 - 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 ITS support areas through extensive co-ordination and communication
 - Contribute to all disaster recovery strategies and enterprise backup procedures and processes
 - Consult with the Client Support team on complex issues to ensure clients are provided with responsive service
 - Coordinate with the Telecom and AV teams on infrastructure and interdependent services
 - Play a lead role in implementing any organizational or branch changes to serve as a positive example to staff
6. 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 behaviours pursuant to the respectful workplace policy

Knowledge and Skills

- Related postsecondary degree/diploma and several years of progressive and extensive experience at a senior analyst level in the delivery of technology solutions
- Excellent interpersonal and communication skills, both written and verbal, including ability to explain technical concepts to nontechnical audiences
- Ability to lead and motivate a team as well as influence behaviour
- Progressive experience in supervision and development of staff is preferred
- 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, objective and nonpartisan attitude in interactions with clients
- Extensive knowledge of network and system design, implementation and documentation practices and a high degree of attention to detail
- Advanced knowledge and experience with Microsoft on-premises infrastructure and technologies, including Hyper-V, failover cluster, Active Directory, DNS, Certificate Services and IIS
- Strong working knowledge of Microsoft cloud services, including Microsoft 365 and Azure
- Strong working knowledge of enterprise networking platforms such as Cisco and Check Point, including routing, switching, wireless, firewalls and VPN
- Experience with incident, change and problem management in a ticketing environment
- Awareness of information-security practices, including hardening benchmarks such as CIS controls and the ability to operate within defined security standards
- Knowledge of disaster recovery and business continuity technical concepts
- Ability to assess the impact of technology changes and communicate alternative courses of action to colleagues
- Excellent organizational, analytical, problem-solving and decision-making skills
- Ability to work under pressure with multiple deadlines and adapt to emergency situations, including availability for on-call and after-hours work
- Strong commitment to client service and the ability to motivate others to demonstrate a commitment to client service
- Knowledge of industry best practices and technological trends and developments
- Working knowledge of the LAO mandate, structure, policies, procedures and protocols