

THE CORPORATION OF THE COUNTY OF WELLINGTON

Office of the CAO Department
Information Technology Division

Requires a

Network Technician

This position is responsible for the installation, repair and upgrades to voice and data networks, information security, and systems to support all divisions, services and operations within the County of Wellington. This position plays a key role in establishing and maintaining technology infrastructure to support all County services.

The minimum qualifications for this position include:

- Three year college diploma in Computer Science or related discipline.
- Minimum four years of experience working in an infrastructure or computer network environment.
- Working knowledge of networking systems, protocols, and standards (DNS, Active Directory, Ethernet, LAN, WAN, Voice over IP, DSL, Transmission Control Protocol/IP, 802.1x).
- Experience with firewalls, intrusion detection systems and other network security solutions.
- Experience installing and configuring networks, switches, routers and firewalls.
- Microsoft or Cisco Certifications would be an asset.
- A valid driver's license (minimum G2 Class), access to a reliable vehicle, and a satisfactory driver's abstract.
- All new or rehired employees must provide proof of full vaccination against COVID-19 and agreement of the County of Wellington vaccination requirement, prior to commencing employment.

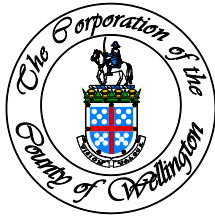
This position offers a comprehensive benefit package and a salary range of: \$70,870.80 - \$82,901.00 (2022 Non-Union Compensation Grid), based on a 35 hour work week.

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #349-22 by Tuesday, September 27 at 4:00 pm.**

ATTENTION: HR DEPARTMENT, County of Wellington Administration Centre, 74 Woolwich Street, Guelph ON N1H 3T9. E: careers@wellington.ca or F: 519.837.8882. Please respond by one method of application only. **No phone calls please.** Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.

The County is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants must make their needs known in advance.





COUNTY OF WELLINGTON

POSITION DESCRIPTION

Title: Network Technician	Reports to: IT Infrastructure Supervisor
Department: Office of the Chief Administrative Officer – Clerk's Office	Positions Supervised: None
Effective: February 2011	Revised: August 2022

BASIC FUNCTION:

This position is responsible for the installation, repair and upgrades to voice and data networks, information security, and systems to support all divisions, services and operations within the County of Wellington. This position plays a key role in establishing and maintaining technology infrastructure to support all County services.

PRINCIPAL RESPONSIBILITIES:

Under the supervision, direction and guidance of the Information Technology (IT) Infrastructure Supervisor, the Network Technician has the following duties and responsibilities:

- Ensure secure and efficient operation of all existing County network infrastructure through monitoring and other appropriate measures.
- Configure, install, maintain and troubleshoot network hardware, systems and software, including routers, firewalls, switches, wireless controllers and APs, segmentation, VLANs, Internet Protocol (IP), Telephony, and Internet connections
- Support, maintain and recommend a secure, cost effective Wide Area Network (WAN)/Local Area Network (LAN)/Internet infrastructure including perimeter security, physical security, network security and intrusion detection.
- Manage building security systems, IP cameras and DVRs, wiring closets and UPS
- Interaction with vendors, to obtain quotes and co-ordinate on site installations.
- Provide support for problem determination / resolution, new installations, upgrades of a wide range of network hardware, software, peripherals and applications.
- Support Microsoft Active Directory and Azure Active Directory services at the Enterprise level as required.
- Research, analyze and implement software patches, firmware updates and/or hardware changes to fix identified network deficiencies as directed.
- Recommend and maintain a stable, robust, reliable networked system including Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS).
- Ensure system backup processes and disaster recovery tests are performed.
- Research and recommend enhancements to the network infrastructure.
- Troubleshoot hardware, systems and network problems and escalate to Network Analyst when required.
- Familiarity with all County infrastructure to provide second level after-hours support
- Plan and lead Technology Services projects as required.
- Participate on a rotation basis in after-hours support coverage.
- Other duties as assigned.

PROBLEM SOLVING RESPONSIBILITIES:

- Able to identify and rectify complex hardware, network and systems problems.

- Able to identify and rectify interoperability problems.

CONTACTS:

- Internal: computers users, other Information Technology personnel.
- External: outside service technicians as required.

MINIMUM QUALIFICATIONS:

- Three year college diploma in Computer Science or related discipline.
- Minimum four years of experience working in an infrastructure or computer network environment.
- Working knowledge of networking systems, protocols, and standards (DNS, Active Directory, Ethernet, LAN, WAN, Voice over IP, DSL, Transmission Control Protocol/IP, 802.1x).
- Experience with firewalls, intrusion detection systems and other network security solutions.
- Experience installing and configuring networks, switches, routers and firewalls.
- Microsoft or Cisco Certifications would be an asset.
- A valid driver's license (minimum G2 Class), access to a reliable vehicle, and a satisfactory driver's abstract.

SKILLS AND COMPETENCIES:

- Knowledge of CISCO IOS CLI, Windows Server 2016/2019/2022 and VMware.
- Knowledge of network communications in a multi-location environment, including in-depth knowledge of Routing, Virtual Local Area Network (VLAN), Enhanced Interior Gateway Routing Protocol (EIGRP), Spanning Tree Protocol (STP), Access Control List (ACL), DNS, DHCP.
- Excellent communication and customer service skills.
- Able to work well with personnel of differing levels of computer experience.
- Able to organize and manage priorities.
- Self motivated and enthusiastic.

OTHER:

- Location: County of Wellington Administration Centre, 74 Woolwich Street, Guelph; flexibility of location may be required.
- Some travel required to support all County of Wellington work locations.
- Hours of Work: Monday to Friday, 35 hours per week; flexibility of hours may be required.
- Some overtime will be required.
- On-call rotation for after hours and weekend coverage.