

Invites applications for the following position (s):

COMPETITION NUMBER: 376

**C.U.P.E. Local 3338 – Continuing Position
NETWORK TECHNOLOGIST, GRADE 11
SURREY INFORMATION TECHNOLOGY SERVICES
POSITION NUMBER: 97329**

POSITION OUTLINE:

The Network Technologist is responsible for the installation, maintenance, problem determination and resolution of network hardware used in providing services offered by Network Services to the SFU community as well as to external clients. Acts as 2nd level of support and receives trouble tickets related to data communication problems on the University's customized institutional network supporting 15,000 workstations over 700 wireless access points and 100 compute servers for a community of 25,000 as well as voice systems, security systems, and 40 remote departmental computing environments on a switched broadband network connecting the University's three campuses and Data Centers. Conducts network tests, troubleshoots second level network problems, configures switches and routers, modifies network configurations; and maintains and monitors proper network organization of the Data Centres.

Please note: This position is located at Central City, Surrey, BC.

QUALIFICATIONS:

- **Two years of post-secondary education in Computing Science or Computing Technology Cisco Certified Network Associate (CCNA) certification.
- **Information Technology Infrastructure Library (ITIL) Foundation Certificate.
- **NORDX IBDN-700 Certificate or equivalent.
- **Completion of low energy wiring program and certification (Worker Qualification Certificate (Low Energy Systems)).
- **Microsoft Certified Systems Administrator (MSCA) or equivalent.
- **5 years of directly related experience in a large Data Center environment and/or large Network environment.
- Ability to diagnose, support, install and operate computer hardware and software in a multi-operating system and multi-platform environment at an intermediate level.
- Excellent knowledge of office productivity applications and ability to triage problems at an advanced level.
- Excellent communication (both verbal and written) and customer service skills.
- Excellent knowledge of Network Operating systems and IP Network Topology.
- Excellent knowledge of modern Network monitoring systems.
- Excellent knowledge of Data Center infrastructure (i.e. HVAC, electrical, UPS etc.).
- Excellent organizational, analytical reasoning, problem-solving, and diagnostic skills.
- Thorough knowledge of broadband test tools.
- Excellent knowledge of computer software viruses and protection techniques.
- Good knowledge of systems development project management concepts, methods and practices.
- Working knowledge of electronic systems (i.e. to install microchips, solder parts, install cables, to do minor repairs and upgrades).
- Intermediate level understanding of electronic theories and applications.
- Intermediate technical writing skills.
- Intermediate computer-aided design (CAD) skills.
- Ability to work independently and meet deadlines.
- Ability to exercise mature judgment and initiative.
- Ability to handle confidential information with discretion and maintain the integrity of information.
- Ability to maintain a strict level of security.
- Ability to follow instructions and escalation procedures.
- Ability to work effectively with frequent interruptions.

- Ability to train, assign and direct work.
- Ability to work as a member of a team.
- Ability to work shifts.
- Ability to be on-call and carry a pager or cell phone for emergencies.
- Ability to attend off-campus seminars, workshops and conferences.
- Ability to travel periodically outside the Lower Mainland.
- Ability to lift, move and/or carry equipment and materials up to 25 kg.
- Ability to work in confined spaces (e.g. under desks, in wiring closets) to do hardware installations and configuration.
- Ability to work overtime.
- Ability to travel regularly in the Lower Mainland (e.g. to do installations and maintenance).
- Valid driver's license and access to a motor vehicle.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.

BI-WEEKLY SALARY:

\$1942.34

START DATE:

ASAP

A detailed resume and cover letter quoting **Competition #376** must be received in our office by **4:30 pm on September 8, 2011**, addressed to the attention of Linda Chan, Human Resources Advisor. Please follow the application instructions at:

http://www.sfu.ca/hr/prospective_employees/HowToApply.html.

We thank all applicants for their interest; however, only those selected for interviews will be contacted.

The University is committed to the principle of equity in employment
A more detailed job description may be obtained at www.sfu.ca/jobpostings