



Job Profile – Network Analyst – Tier 1

Title

Network Analyst – Tier 1

Reports To:

Manager of the National Support Centre

Description

The Tier 1 Network Analyst's role is to support the stable operation of all End to End's clients and internal computer network. This includes installing, configuring, maintaining, and optimizing all network hardware, software, and communication links while ensuring minimal network downtime. The person will also diagnose, resolve, and document hardware and software network problems in a timely and accurate fashion.

Primary Responsibilities

- Incident Management – responsible for technical troubleshooting. In the event of configuration changes required, escalate to Tier 2/3 to invoke internal Change Management Process.
- Respond to incoming calls, SNMP alarms and e-mails regarding client network issues, client change requests, etc.
- Open trouble tickets on all incidents
- Install, configure, test, maintain, monitor, and troubleshoot networked peripheral devices and networking hardware and software products.
- Maintain security solutions, including firewall, VPN and intrusion detection-prevention systems.
- Maintain all network hardware and equipment, including routers, switches, hubs, etc.
- Works with vendors and carriers during problem analysis/resolution as required.
- Monitor and test network performance and provide network performance statistics and reports.
- Take direction from Tier 2, Tier 3 Network Analysts and supervisors
- Perform on-site analysis, diagnosis, and resolution of complex network problems for a variety of clients, and recommend and implement corrective hardware and software solutions, including off-site repair.
- Recommend, schedule, and perform network improvements, upgrades, and repairs.
- Support development and implementation of networking projects and new technology installations.
- Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts. Evaluate and recommend for purchase networking hardware and software products.



- Maintain up-to-date knowledge of client contracts.
- Practice network asset management, including maintenance of network component inventory.
- Prepare, maintain, and adhere to procedures for logging, reporting, and statistically monitoring network data.
- Liaise with, and provide training and support to other NSC Network Analysts on network issues.
- Prepare and ensure accuracy of documentation, procedures, manuals, and check lists.
- Aid in development of business continuity and disaster recovery plans, and maintain current knowledge of plan executables. Respond to emergency network outages in accordance with business continuity and disaster recovery plans.
- Understanding of the organization's goals and objectives.

Education/Experience Requirements

- College diploma or university degree in the field of computer science and/or 5 years equivalent work experience.
- Certifications with Cisco and/or Juniper (CCNA/JNCIA minimum requirement).
- Working technical knowledge of network and PC operating systems.
- Working technical knowledge of current network hardware, protocols, and standards.
- Ability to operate network component analyzers, scanners, and testers.
- Experience working in a team-oriented, collaborative environment.

Skills

- Strong written and oral communication skills.
- Strong analytical and problem solving skills
- Learn, understand and apply new strategies and technologies
- Mentor/train less experienced co-workers
- Work both independently and in a team-oriented, collaborative environment
- Communicate to and work with Clients and co-workers
- Effectively prioritize and execute tasks in a high-pressure environment and can adapt to shifting priorities in the daily workload.

Competencies

- Customer Empathy & Focus
- Team Spirit
- Passion for Excellence & Integrity
- Tenacity & Resilience

**Work Environment**

- Take part in a 7x24x365 rotating shift environment
- Sitting for extended periods of time.
- Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects

Remuneration

- Network Analyst is provided with salary and benefits, as governed by the Performance Management process.

To apply for this position, please click [here](#).