

Class No.:	
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CLASS SPECIFICATION

INFRASTRUCTURE ANALYST

NATURE AND SCOPE OF WORK

Reporting to the Manager, Infrastructure, Digital Technology Services (DTS), the Infrastructure Analyst will provide technical work in support of Infrastructure planning, analysis, design, development, administration, and support work required to maintain the digital ecosystem implemented at the university. The incumbent in this position is primarily responsible for analysis, design and development of technical solutions and architecture required by the university community. This position will be engaged in supporting projects and change management activities, coordination of testing, communications and documentation relating to infrastructure.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Collaborate with the university community to gather requirements and perform analysis of infrastructure requirements, work processes, and infrastructure capabilities to identify solutions that meet the needs of the university community.
- Based on analysis and when required working with vendors to design solutions and architecture.
- Perform infrastructure configuration, installations and testing of solutions ensuring that quality standards are applied, and that the solution meets requirements.
- Perform infrastructure upgrades including analysis, implementation plans, change management and release management. These activities are to be coordinated with the university community, DTS teams, and vendors to ensure smooth deployment, testing, and user training.
- Proactively works with DTS teams to transition from legacy systems to cloud infrastructure.

- Support technical work required to transition on-premises technologies to cloud based as per the digital roadmap.
- Plan, design and test solutions ensuring that quality standards are applied, and that the solutions and architecture meets requirements.
- Develop use-cases, and test scripts to validate performance, security, and compliance.
- Contribute to a standard knowledge management system that can be leveraged by the DTS department.
- Support documentation of infrastructure requirements, design architecture maps, test cases and test scripts.
- Proactively perform daily infrastructure administration tasks including monitoring infrastructure performance.
- Regularly review and update documentation relating to infrastructure and architecture ensuring processes, standards and procedures are maintained.
- Provide Tier 2 level support to infrastructure to resolve issues reported by the university community. Seeking to optimize system performance and minimize downtime.
- Maintain Cisco switches and Cisco telephony infrastructure.
- Proactively monitor network traffic.
- Monitor and administer disaster recovery and back up processes, providing technical expertise and recommendations for improvements to these processes and services.
- Maintain WIFI and printers across all campuses, working to resolve any areas where WIFI is required and not available.
- Develop recommendations to improve infrastructure and architecture.
- Assist in supporting infrastructure outages that may occur across all campuses.
- Collaborate with cross-functional DTS team members in providing infrastructure support.
- Identify potential risks and vulnerabilities in the cloud infrastructure and collaborate with the DTS cybersecurity team to implement security measures ensuring that infrastructure is well protected against unauthorized access, malware, and other security threats.
- Collaborate with the university community and DTS teams to understand the needs, priorities, and challenges, fostering productive partnerships and alignment of technology solutions with university goals.
- Working with DTS teams ensure that appropriate change and release management procedures are followed based on ITIL framework, SDLC methodologies, and DTS standard procedures.
- Proactively engages with faculty, staff, academic and student community to ensure that these groups are well supported in their digital requirements.

- Use DTS project lifecycle, processes, and tools to organize and deliver digital solutions.
- Performs other duties related to the requirements and qualifications of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Experience and knowledge of working with ITSM processes and ITIL framework, change management methodologies such as ADKAR; and project management principles and methodologies such as PMI – traditional and PMI – Agile; and system development lifecycle (SDLC) methodologies.
- Experience working with infrastructure systems and networking.
- Knowledge about architecture maps.
- Experience with DNS, DHCP and TCP/IP networking management, concepts, and techniques.
- Experience and knowledge of Cisco switches and routers.
- Experience and knowledge of Wide Area Network.
- Experience and knowledge of firewalls and VLAN configuration.
- Experience with virtualized server management and operations.
- Experience with Microsoft PowerShell.
- Understanding of cloud strategies and how to transition from on premise to cloud architecture.
- Experience in identifying issues, analyzing complex problems, evaluating alternative solutions, and developing practical creative solutions using Infrastructure.
- Experience in developing use cases, test plans and test documentation.
- Experience in conducting system testing and documenting test results for evaluation for infrastructure.
- Experience in writing standard communications for a university community audience using email.
- Experience in developing high-quality, clear, concise documentation required for implementation and support.
- Ability to exercise tact, diplomacy, discretion, and sensitivity when dealing with university community members.
- Understanding of facilitating conversations between staff and administration with technical DTS and vendor team members.

- Experience and knowledge in collaborating and working in cross-functional teams, including staff, administrator, faculty, students, project manager, DTS members, vendors, and other teams required to deliver a digital solution to the community.
- Understands business context to exercise initiative and judgement regarding action required.
- Able to prioritize work requests, maintain attention to detail, and apply organization skills to meet deadlines.
- Understands and follows complex verbal and written instructions, and communicates information effectively, both verbally and in writing, using different modalities.
- Adapts to changing situations, anticipates needs, and can reprioritize tasks efficiently.

REQUIRED TRAINING AND EXPERIENCE

- 5 years of relevant professional experience in infrastructure, including 2 years of experience with networking and Wi-Fi solutions.
- Experience and knowledge of ITIL framework and ITSM best practices, tools, and techniques; ITIL certification is an asset.
- Experience in developing high-quality documentation required to support digital solutions.
- A bachelor's degree, or progressive professional experience and a certification in one or more of the following, Microsoft Cisco CCNA;MCSA or MCSE is nice to have.
- Experience in effectively communicating information to different levels within an organization.