

IT Advisor

Posted By: Network Operations

Location: Burnaby

Salary: \$63.32 Per Hour

JOB ID : RJ5631107

Posting Date : 01-Jan-2025

Expiry date : 30-Jun-2025

Education : Graduation

Language : English. Punjabi

Vacancies : 2

Years of Experience : 4 years

Job Type : Full Time

Job Description

IT Advisor (Network Operations)

Number of positions: 1 Job Location:

Employment type: Permanent Region: Lower Mainland

Hours of work: Full-time (37.5 hrs/wk) Flexible Work Role: Hybrid

Annual salary: \$ 107,000.00 - 135,300.00

Position Highlights

Reporting to the Manager of Network Operations, this position is accountable for overseeing the daily operations of networks managed by the Network Operations team and providing subject matter expertise regarding the health of BC Hydro's network including outages, security, and reliability.

What you'll do

- Provides oversight of the daily operations of the corporate network services including tracking of network usage, network availability, and provide reports on health of the corporate network including outages and reliability.

- Acts as a subject matter expert during major incidents, and provide technical leadership to troubleshooting and

remediation activities on a 24 x 7 basis as needed.

- Provides monthly reporting to Business stakeholders on incidents and outages impacting network services as well as analysis of major incidents.
- Manages team activities related to network infrastructure devices including but not limited to switches and routers, diagnosis, evaluation, repair, testing and commissioning of all telecommunications corporate network equipment.
- Leverages benchmarking to identify leading practices, measure service performance against appropriate external standards and facilitate sharing of best practices.
- Ensures that policies, processes and local operating orders are prepared and updated.
- Liaises with external network providers to ensure Corporate Network Services are seamless to the business.
- Provides management oversight and oversee performance of third-party vendors and contractors to delivery of service/process requirements and Service Level Agreements, and identify and facilitate performance improvement.
- Represents Network Operations in review and negotiation of third-party vendor contracts related to delivery of product, maintenance or service.
- Maintains liaison with equipment manufacturers with respect to new and existing equipment and updates.
- Provides technical advice and guidance to the Network Operations Manager regarding problems impacting equipment.
- Tracks and creates team status using standard templates and actively participate in appropriate internal and external status meetings.
- Monitors and manages team goals and performance and ensure team understands how they align relate to broader business goals and strategies.
- Ensures teams execute processes according to standard methods and deliverables are completed as required in a timely manner.
- Identifies continuous process improvement and productivity improvement opportunities.
- Collaborates with other managers and project managers to ensure the Network Operations Team understands their accountabilities for delivery and how to work across the teams as needed.
- Develops collaborative relationships within BC Hydro and with vendors and contractors to support of business objectives.

May assist with facilitating monitoring of service/process related technologies and when required.

What you bring

- University degree in computer science, engineering or equivalent, or equivalent combination of education and experience.
- A minimum of 7 years of network support experience and demonstrated understanding of network technologies such as routing, switching, and VoIP technologies.

- A minimum of five years progressive leadership experience in a dynamic business support environment.
- Cisco Certified Network Associate (CCNA) designation or equivalent.
- Understanding of ITIL and demonstrated experience with Cisco hardware.
- Experience managing a SD-WAN connected enterprise network would be considered an asset.
- Demonstrated ability to respond to and direct the resolution of major network incidents during and after business hours.
- Demonstrated ability to coordinate the procurement, configuration, and installation of network equipment.
- Previous experience with project management and/or sustainment of business applications would be considered an asset.
- Ability to provides input on strategic plans such as road map and architecture design.
- Ability to understand and apply best practices and trends in own area of expertise.
- Ability to build relationships and to work effectively with peers, immediate team members and internal stakeholders.
- Ability to develop solutions to address the needs of various internal stakeholders.
- Ability to communicate effectively with a variety of stakeholders in writing and verbally.
- Ability to engage others, influence decisions, facilitate discussions and reach a consensus.
- Ability to work independently and drive results.
- Demonstrated ability to manage multiple concurrent tasks with varying degrees of complexity.
- Ability to prioritize work and ensure that the team is focused on doing the right things at the right time and moving towards a common goal.
- Ability to use a variety of approaches to enable team members to be as effective and productive as possible.

What we offer

- A comprehensive benefits package
- A minimum of 15 paid vacation days
- A lifetime pension
- Flexible work model, depending on your role type
- Training and development courses
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