Invites applications for the following position (s):

COMPETITION NUMBER: 549
C.U.P.E. Local 3338 – Temporary Position
NETWORK OPERATOR, GRADE 9
IT SERVICES – NETWORK OPERATIONS
POSITION NUMBER: 114465

POSITION OUTLINE:
The Network Operator receives, prioritizes, responds and documents requests and trouble tickets related to data communication problems on the University’s customized institutional network supporting 15,000 workstations and 100 computer 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 Centres. The incumbent also monitors the security, infrastructure and operation of the University’s Data Centres; processes moves, additions and changes to network connections and assists with moves, additions and changes to servers and equipment; conducts network tests, troubleshoots first level network problems, configures switch ports modifies network configurations; and maintains the safety, security, organization and cleanliness of the Data Centres. Performs other duties and responsibilities consistent with the job description and classification on request.

Please note: This position is part of a 24/7 coverage team and will cover day, evening, night and weekend shifts.

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
- **3 years of related experience.**
- 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 Data Centre monitoring systems.
- Excellent knowledge of Data Centre infrastructure (i.e., HVAC, electrical, UPS etc.).
- Excellent organizational, analytical reasoning, problem-solving, and diagnostic skills.
- Thorough knowledge of broadband test tools.
- Intermediate level understanding of electronic theories and applications.
- Intermediate technical writing skill.
- Intermediate computer-aided design (CAD) skill.
- 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 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.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.

HOURLY SALARY: $26.43
START DATE: October 16, 2017
POSITION END DATE: January 26, 2018

A detailed resume and cover letter quoting **Competition #549** must be received in our office by **4:30 pm on September 20, 2017**, 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](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.