



### **Network Support Specialist**

Family & Children's Services of the Waterloo Region currently has the full-time, permanent position of Network Support Specialist available within the Technical Services Unit.

The Network Support Specialist is responsible for the design, implementation, maintenance and support of IT infrastructure and network equipment. The role has a particular focus on the following areas:

- Developing and maintaining a VMware infrastructure (minimum 3 years of experience)
- Monitoring, maintaining, and troubleshooting routing and switching equipment (minimum 3 years of experience)
- Monitoring and maintaining Window SQL servers (minimum 2 years of experience)
- Implementing, maintaining and troubleshooting Windows servers (2008, 2012+) and Linux servers
- Participating in developing and maintaining the organizations' Business Continuity Plan

#### **Qualifications:**

- University or College Degree or Diploma in an IT related specialty
- Three to five years of related experience
- Excellent troubleshooting and root cause analysis skills required
- Excellent project and time management skills required
- Attention to detail in implementation, documentation, and in the application of policies and procedures
- Excellent interpersonal skills and writing skills required
- Experience in a user support capacity required
- Proven ability to work as a team member and to lead when required
- Some weekend work and after-hours support required, as well as participation in an on-call rotation
- Experience in working with vendors and negotiating contracts would be an asset
- Acceptable Vulnerable Persons Criminal Record Check and Driver's Abstract
- Valid 'G' Ontario Driver's License with access to reliable vehicle.

#### **Salary Range:**

\$64,067.37 to \$78,276.56 per annum

Office and Clerical 8

*Articles 15 and 16 apply to internal applicants.*

Family & Children's Services of the Waterloo Region is committed to diversity in the workplace and strongly encourages applications from qualified individuals with varied backgrounds.

Interested internal applicants are invited to submit a resume to [internal.resume@facswaterloo.org](mailto:internal.resume@facswaterloo.org), no later than 4:00 pm on June 23, 2017 quoting posting #041-2017.

Interested external applicants are invited to submit a resume to [resume@facswaterloo.org](mailto:resume@facswaterloo.org), no later than 4:00 pm on June 23, 2017 quoting posting #041-2017.

Resumes will only be accepted electronically.

***We thank all candidates for their interest however only those selected for an interview will be contacted.***