



**Service New Brunswick  
Data Centre Senior Technical Analyst  
Open Competition  
Pay Band 4  
Fredericton**

Service New Brunswick is seeking an individual to join the Infrastructure Operations Branch within the Technology Services Division as a Senior Data Centre Technical Analyst.

Reporting to the Manager of Data Centre and Asset Management Services the Senior Data Centre Technical Analyst will work as part of a team of professionals responsible for the continuous development, operation and support of the infrastructure for the Government of New Brunswick. The Data Centre Technical Analyst team will ensure that the appropriate technology to address business and operational requirements is recommended, acquired, installed, configured and used in an efficient and effective manner.

Responsibilities will include but are not limited to:

- Provide technical direction and guidance to a group of Technical Analysts;
- Assist in the development, implementation and maintenance of technical data centre architecture principles, standards, frameworks, and strategies;
- Ensure knowledge transfer and mentoring to junior support resources;
- Provide service to SNB clients and ensure processes and procedures are aligned to the SNB shared-services delivery model;
- Provide operational support of the data centre infrastructure, such as HVAC, UPS, structured data cabling, power distribution, environmental systems and security monitoring;
- Provide installation, and maintenance on data centre based infrastructure such as storage arrays, servers and network equipment;
- Troubleshoot and resolve hardware and various IT equipment problems potentially engaging internal or external resources for solving complex problems;
- Monitor overall performance of the data centre environment and make recommendations for improvement;
- Respond to incidents escalations, requests for service and support, and potentially coordinate resolution with internal or external resources;
- Act as a technical resource on various data centre related projects and initiatives;
- Ensure Data Centre Key Performance Indicators (KPI) are being met.
- Ensure the inventory and CMDB information for data centre and data centre based infrastructure is kept current;
- Document and maintain current systems, processes, and procedures; and
- Ensure that ITIL methodologies including Change, Incident and Problem Management are an aspect of all infrastructure and system support.

**ESSENTIAL QUALIFICATIONS:** Completion of a university degree in a relevant discipline and a minimum of two (2) years progressive work experience **or** an equivalent combination of training and experience. Subject to the response to this competition, the required years of experience may be increased.

Written and spoken competence in English is required.

**Applicants must clearly demonstrate the essential qualifications to be given further consideration. Please state your language capability on your application and ensure that preferred language for assessment is clearly identified.**

**ASSET QUALIFICATIONS:** Preference may be given to candidates who demonstrate they have training or experience in one or more of the following areas:

- Structured cabling systems
- Data centre or industrial HVAC and related cooling systems
- Data centre or industrial power distribution systems
- Data centre cabinet and cable management systems
- Racking, cabling and powering Enterprise servers
- Racking, cabling and powering Enterprise Storage equipment
- Installing and deploying enterprise network and security equipment –Cisco, Corning, CCTV
- ITIL Process and Technical documentation

Subject to the response to this competition, candidates may be required to demonstrate on their application one or more of the asset qualifications in addition to the essential qualifications in order to be given further consideration.

**OPERATIONAL REQUIREMENTS:** This position requires flexibility in working hours, which includes evenings and weekends and also requires the successful candidate to carry a cell phone to be on call outside of normal work hours.

Candidates will be required to undergo Criminal History Clearance prior to appointment.

Successful candidate will be required to pass a security clearance upon appointment. Failure to obtain the clearance will disqualify the candidate.

**BEHAVIOURAL COMPETENCIES:** The successful candidate will possess the following behavioral competencies:

- Analytical Thinking/Judgment
- Initiative
- Client Service Orientation
- Effective Interactive Communication
- Teamwork and Cooperation

**TECHNICAL COMPETENCIES:** The successful candidate will possess the following technical competencies:

- Specialized Subject Matter Expertise and Knowledge

**NOTE:** To be given consideration under this competition, you must demonstrate on your application how, when and where you acquired the qualifications required for this position. Your résumé must present education and work experience in reverse chronological order, with work experience detailed in both months and years, and whether it was part-time or full-time (e.g. May 2000 to June 2004 — full-time).

This competition may be used to fill future vacancies at the same level.

Candidates registered with the [Equal Employment Opportunity Program](#) and veterans, who demonstrate they are among the most qualified, shall be given preference at the time of appointment. We are an Equal Opportunity Employer and we promote a scent-reduced environment.

**Salary :** \$47,944 - \$67,028 annually – Pay Band 4 - Management and Non-Union Pay Plan

We encourage applicants to apply online by clicking [here](#) before **November 23, 2017**, indicating competition number **2017-SNB-437**.

We thank all those who apply, however, only those selected for further consideration will be contacted.