

# EMPLOYMENT OPPORTUNITY

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

An exciting Regular Full-Time opportunity as a **Technical Specialist - Network (Competition #45.17)** exists in the Information Management/Information Technology reporting to the Manager, Technology Services. This role is responsible for the operation and maintenance of the Enterprise IT networking services (VPN, IPS, NAC, Firewalls, Routers, Switches, Wi-Fi infrastructure, IDS/IPS, VOIP, Load Balancers, etc.) including recommending, designing, implementing, operating and supporting the systems as required at all stages of the network infrastructure lifecycle.

## Summary of Duties, but not limited to:

- Maintain network performance by performing network monitoring and analysis and performance tuning; troubleshooting network (WAN, LAN, Wireless) problems; reporting on performance to IM/IT Management on a regular basis.
- Install, test, configure, monitor and support all network hardware and equipment, including network backbone, core and edge switches, routers, gateway appliances, load balancers, Wi-Fi, IDS/IPS, network monitoring services, QOS for VOIP, UPS and power switches, etc.
- Administer remote access infrastructure, virtual private networking, administer firewall exceptions for remote users and sites, responsibility for the DMZ, etc.
- Setup and maintain IP addresses and IP design, name resolutions (DNS), VPN tunnels, network routing, VLANs, Load Balancers, Firewall rules and policies.
- Responsible for coordinating, monitoring and supporting carrier fiber network provisioning for WCH sites, links to partner hospitals, eHealth ONE network, Internet, public-facing IP addresses, etc.
- Provision and support network VLANs for various hospital and third party IP-based services, including VOIP, patient monitoring, nurse call system, security access control, CCTV videoconferencing, cable TV over IP, code white panic pendants, labs, medical imaging modalities, etc.
- Shared responsibility for security, stability and monitoring of the hospital Datacentre and LAN room facilities.
- Recommend, design, plan and implement improvements, modifications and lifecycle/warranty replacement of network infrastructure components such as switches, routers, firewalls and network provider demarcation, security and availability appliances, etc., following the hospital's ITIL change management processes.
- Maintain and monitor network infrastructure security, including ownership of regular network penetration testing and remediation, monitoring of corporate and guest Wi-Fi environments, IDS/IPS, maintaining all equipment software and policy level currency with industry best practices and in-line with the evolving global threat landscape.
- Author, develop, maintain and periodically review operational documentation and practices related to network services.
- Participate in relevant public sector competitive procurement processes and participate in requirements development as well as RFP evaluations.
- Responsible for ensuring that the Enterprise network environment is kept current, state-of-the-art, secure, robust and fault-tolerant, as a critical foundational infrastructure for delivering "The Future of Healthcare" to WCH staff, providers, researchers and most of all, our patients.

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.

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The responsibilities described above are representative and are not to be construed as all-inclusive.

## **Qualifications/Skills:**

- Bachelor Degree in Computer Science, Information Technology, Information Management, or other related field, or equivalent experience and industry certifications, such as CCNP/CCIE, Network+, WCNA, CISSP, HP Ace, etc.
- Minimum 5 years administering wired/wireless network components including (but not limited to): switches, routers, VPN/firewall, load-balancers.
- Minimum 5 years' experience administering/managing network topology including network segmentation and optimization
- Minimum 5 years troubleshooting and resolving mission-critical network service issues either unguided or in conjunction with vendor support.
- Experience monitoring and reporting on network performance, including independently developing and implementing plans for remediation or optimization.
- Familiarity with HP Networks equipment (ProCurve/Comware) preferred
- Proven self-starter; able to "jump right in" operate, support and design processes and systems that support industry best-practices.
- Demonstrated commitment to achieving updated industry certifications and personal professional growth over time.
- Good work and attendance record required.
- Proficiency in MS Office, MS Visio, and MS Project.
- Strong ability with system analysis and design.
- Strong problem solving and conflict resolution skills.
- Strong background in customer service.
- Strong organizational skills and the ability to oversee several projects with competing priorities.
- Strong ability to produce high quality reports and meet deadlines.
- Strong initiative and self-managing skills.
- Strong interpersonal skills in order to interact with individuals in a wide range of situations.
- Strong verbal and written communication skills.
- Strong critical thinking, judgement and analysis.
- Demonstrated WCH vision, mission and values.
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

**POSTING DATE: August 22, 2017**

**Please forward resumes via email to [HR@wchospital.ca](mailto:HR@wchospital.ca) with your name and the competition number in the subject line. (Example: Jane Smith, 1.16)**

**We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.**

*Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Aboriginal peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.*