



CLASSIFICATION: SENIOR SYSTEMS ANALYST
JOB TITLE: SENIOR SYSTEMS ANALYST
REFERENCE NO: 37220
DIVISION: CORPORATE SERVICES
DEPARTMENT: INFORMATION AND COMPUTER SERVICES

APPROVAL DATES: BY: [Signature] DATE: July 7/2020
 COMMISSIONER OF CORPORATE SERVICES
 BY: [Signature] DATE: July 6, 2020
 (ACTING) GENERAL MANAGER OF HUMAN RESOURCES

GENERAL DESCRIPTION:

The Senior Systems Analyst is responsible for providing senior level support, analysis, design, development and implementation services for corporate computer technologies and solutions.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to an ICS Coordinator.
- May report directly to an ICS Manager or Project Coordinator.
- May be responsible for the supervision and guidance of Systems Analysts or Senior Support Technicians/Support Technicians.
- Works closely with, collaborates and interrelates with Information and Computer Services staff.
- Develops and maintains relationships with, and provides customer service to other City staff.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Performs advanced technical analysis, support, planning, design and implementation of technology solutions.
- Participates in and leads as necessary, the planning and delivery of support, maintenance and development of solutions and systems that are readily available while maintaining system and data integrity.
- Recommends and performs preventative maintenance activities to ensure system and data integrity.
- Creates, maintains, reviews and approves technical documentation for effective and efficient delivery of technical services.
- Recommends re-engineering opportunities for processes and technical architecture.
- Works collaboratively with users to ensure technical solutions meet the City's needs.
- Efficient and effective handling of customer support, project responsibilities and change requests.
- Assists ICS Manager or Coordinators in determining priorities of support and projects.
- Provides mentoring and guidance of a technical nature to departmental staff.
- Performs related duties as required or assigned.

REQUIRED COMPETENCIES:

GENERAL

- Ability to deliver effective technical support to customers and other ICS staff.
- Excellent verbal and written communication skills.
- Effective interpersonal skills with the ability to develop and maintain working relationships that

- support collaborative outcomes.
- Ability to deploy and manage technologies as planned and designed.
- Ability to develop, maintain and approve technical documentation.
- Strong analytical skills with the ability to analyse business/technology requests and problems in order to identify and implement steps towards an effective technology solution.
- Ability to apply best practices, sound judgement and critical thinking to make decisions independently.
- Strong planning and organizational skills.
- Ability to work well in a highly motivated team environment in a dynamic, diverse organization with changing priorities.
- Proven self-management skills with ability to work well under pressure.
- Knowledge of applicable Environmental and Occupational Health and Safety Regulations.

CORE INFRASTRUCTURE SERVICES

- Extensive working knowledge of core technologies: network, servers, storage, data protection, virtualization, active directory, authentication, cloud and unified communication technologies.
- Extensive working knowledge of data centres and related technologies.
- Extensive working knowledge of monitoring and maintenance of all core technologies.
- Working knowledge of telephony systems.

TECHNOLOGY SOLUTIONS SERVICES

- Extensive working knowledge of client-facing technologies, including virtual client technologies, data protection, mobile device management, print, desktop/endpoint imaging/management, MS-Office suite, server operating systems (Microsoft and Linux), relevant cloud technologies, email, web services and unified communications.
- Extensive working knowledge of Microsoft Active Directory services.
- Extensive working knowledge of cybersecurity technologies and best practices, including server patch management, hardening and security monitoring.
- Working knowledge of IP networking.

DEVELOPMENT SERVICES

- Extensive working knowledge of the Software Development Life Cycle (SDLC).
- Extensive working knowledge of database administration, reporting writing, interface development, data conversions, application/web development and business intelligence/analytics.
- Extensive working knowledge of the business and systems analysis process.
- Extensive working knowledge of best practices in the process redesign, interface management, report writing, etc.

REQUIRED QUALIFICATIONS:

- Successful completion of a two (2) year diploma from a recognized post-secondary or technical institution in computer technology or related field.
- 5 years of experience in a related Systems Analyst position.
- An equivalent combination of management approved training and education may be considered.