



JOB DESCRIPTION


CLASSIFICATION: SYSTEMS ANALYST

JOB TITLE: SYSTEMS ANALYST

REFERENCE NO: 37225

DIVISION: CORPORATE SERVICES

DEPARTMENT: INFORMATION TECHNOLOGY

APPROVAL DATES: BY:  DATE: November 10, 2021
MANAGING DIRECTOR – CORPORATE SERVICES

BY:  DATE: September 8, 2021
CHIEF HUMAN RESOURCES OFFICER

GENERAL DESCRIPTION:

The Systems Analyst is a unionized position responsible for providing support, analysis, design, development and implementation for corporate computer technologies and solutions.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to an IT Coordinator.
- May report directly to a Senior Systems Analyst, IT Manager or Project Coordinator.
- Works closely with, collaborates and interrelates with Information Technology staff.
- Develops and maintains relationships with and provides customer service to other City staff.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Performs technical analysis, support, planning, design and implementation of technology solutions.
- Recommends and performs preventative maintenance activities to ensure system and data integrity.
- Participates in the planning and delivery of support, maintenance and development of solutions and systems that are readily available while maintaining system and data integrity.
- Creates and maintains technical documentation for effective and efficient delivery of technical services.
- Recommends re-engineering opportunities for processes and technical architecture.
- Efficient and effective handling of customer support, project responsibilities and change requests.
- Works collaboratively with users to identify, analyse and assist with the resolution of computer technology problems and needs.
- Performs related duties as required or assigned.

REQUIRED COMPETENCIES:

GENERAL

- Ability to deliver effective technical support to customers and other IT staff.
- Excellent verbal and written communication skills.
- Ability to deploy and manage technologies as planned and designed.
- Ability to develop and maintain technical documentation.
- Ability to analyse business/technology requests and problems in order to identify and implement steps towards an effective technology solution.

- Effective interpersonal skills with the ability to develop and maintain working relationships that support collaborative outcomes.
- Good 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 the ability to work well under pressure.
- Knowledge of applicable Environmental and Occupational Health and Safety Regulations.

CORE INFRASTRUCTURE SERVICES

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

TECHNOLOGY SOLUTION SERVICES

- 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.
- Working knowledge of Microsoft Active Directory services.
- Working knowledge of cybersecurity technologies and best practices, including server patch management, hardening and security monitoring.
- Working knowledge of IP networking.

CYBERSECURITY

- Working knowledge of cybersecurity technologies and best practices, including server patch management, cloud-based services, firewalls, hardening, incident response and monitoring.
- Working knowledge of Microsoft Active Directory services.
- Working knowledge of IP networking.

DEVELOPMENT SERVICES

- Working knowledge of the Software Development Life Cycle (SDLC).
- Working knowledge of database administration, reporting writing, interface development, data conversions, application/web development and business intelligence/analytics.
- Working knowledge of the business and systems analysis process.
- 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.
- One (1) year of experience in a similar Systems Analyst position.
- An equivalent combination of management approved training and education may be considered.