



# *Provincial Job Description*

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**TITLE:** (012) Information Technology Analyst      **PAY BAND:** 15

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**FOR FACILITY USE:**

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**SUMMARY OF DUTIES:**

Responsible for the design, installation, implementation, operation, maintenance, and support of all computer based information systems. Provides guidance and support in a mentoring role to students, technicians, and end users.

**QUALIFICATIONS:**

- ◆ Computer Systems Technology diploma

**KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Advanced computer skills
- ◆ Program management skills
- ◆ Communication and interpersonal skills
- ◆ Research and organizational skills
- ◆ Analytical and problem solving skills
- ◆ Valid drivers license, where required by the job

**EXPERIENCE:**

- ◆ Previous: Twenty-four (24) months previous experience in a computer technology field.

## ***KEY ACTIVITIES:***

### **A. Computer System Support and Maintenance**

- ◆ Assists with the changes demanded of the system by planning and executing hardware/software upgrades/installations.
- ◆ Performs hardware/software problem detection and solution.
- ◆ Assists with the design of backup and recovery strategies.
- ◆ Performs preventative maintenance of all computing infrastructure.
- ◆ Supports the work of technicians.
- ◆ Writes documentation for business units, vendors, management, end users, and other Information Technology staff.
- ◆ Ensures compliance with all security policies.
- ◆ Monitors computer resource allocation and performance.
- ◆ Measures performance of a variety of computing functions.
- ◆ Creates accounting measures to gauge levels of use of network, hardware, and software elements.

### **B. Design, Develop, Implement New Technological Solutions**

- ◆ Defines and documents functional requirements.
- ◆ Documents specifications for technical solutions.
- ◆ Designs technological solutions to integrate new hardware, software, and operating systems in a complex network environment.
- ◆ Develops databases, applications, and data models.
- ◆ Maintains configuration profiles of deployed asset images.
- ◆ Determines fault tolerance levels and implements solutions to alert support departments when thresholds are crossed.
- ◆ Performs trend analysis to provide advance requests for capital expenditures.
- ◆ Ensures that proper procedures are documented and used according to accepted Information Technology standards.

### **C. Research, Evaluation, and Certification**

- ◆ Researches and evaluates technical solutions to meet functional requirements.
- ◆ Prepares business cases and cost benefit analyses.
- ◆ Translates end user "wants" into a clear definition of requirements.
- ◆ Prepares and/or assists business units to prepare test scripts.
- ◆ Certifies proposed design solutions.
- ◆ Thoroughly tests integration of new applications.

**D. Project Management/Miscellaneous**

- ◆ Provides training/instruction to staff.
- ◆ Participates on committees as an Information Technology representative.
- ◆ Provides Information Technology recommendations to management.
- ◆ Communicates Information Technology requirements to vendors and contractors.
- ◆ Participates in vendor selection.

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

*Any revisions of this document recommended by the Joint Job Evaluation Maintenance Committee must be approved by the Parties.*

*Validating Signatures:*

*CUPE:*

*SEIU:*

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*SGEU:*

*SAHO:*

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