# *Provincial Job Description*

## TITLE:
**(109) Information Technology Senior Analyst**

## PAY BAND:
**17**

## *FOR FACILITY USE:*

## *SUMMARY OF DUTIES:*

**Responsible for the design, installation, implementation, operation, maintenance, reporting and support of all computer based information systems. Assigns and coordinates workload based upon priorities.**

## *QUALIFICATIONS:*

♦ **Computer Systems Technology diploma**

## *KNOWLEDGE, SKILLS & ABILITIES:*

♦ **Advanced knowledge of computers, networks and protocols**
♦ **Advanced programming skills**
♦ **Advanced program/project management skills**
♦ **Communication and interpersonal skills**
♦ **Ability to lead and coach others**
♦ **Research and organizational skills.**
♦ **Analytical and problem solving skills**
♦ **Decision making skills**
♦ **Valid drivers license, where required by the job**

## *EXPERIENCE:*

♦ **Previous:** **Forty-eight (48) months previous experience in a highly integrated network environment.**

## *KEY ACTIVITIES:*

**A. Computer System Support and Maintenance**

♦ **Investigates and resolves problems.**
♦ **Performs regular system maintenance.**
♦ **Implements/validates hardware and application software upgrades; arranges for the presence of vendors/consultants.**
♦ **Performs software problem analysis; creates and implements solutions.**
♦ **Monitors and evaluates application software and data.**
♦ **Monitors and evaluates network and/or system application performance.**
♦ **Ensures backup systems/recovery strategies are established.**
♦ **Ensures data base integrity by maintaining database consistency.**
♦ **Develops and documents project plans, policies, procedures, training and support manuals.**
♦ **Recommends changes that may improve workflow.**
♦ **May facilitate Telehealth sessions.**

**B. Design / Develop / Implement New Technology**

♦ **Analyses, defines and documents functional requirements.**
♦ **Submits recommendations to management.**
♦ **Documents specifications for technical solutions.**
♦ **Designs technological solutions to integrate new hardware, software and operating systems in a complex network environment.**
♦ **Designs, plans, certifies and installs networks.**
♦ **Creates, tests and implements database design to meet the foundation criteria of software requests.**
♦ **Develops databases, applications and data models including the necessary interfaces.**
♦ **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 standards.**
♦ **Supports the transition from design to implementation.**

### C.  Research / Evaluation / Certification

♦  **Translates end user "wants" into a clear definition of requirements.**
♦  **Researches technical and business solutions to meet functional requirements.**
♦  **Evaluates programs to achieve optimum business and technical results.**
♦  **Prepares business cases and cost benefit analyses.**
♦  **Prepares and/or assists business units to prepare test scripts.**
♦  **Certifies proposed design solutions.**
♦  **Tests integration of new applications.**
♦  **Compiles utilization data.**


### D.  Project Management

♦  **Acts as project leader by planning, designing, assigning resources, monitoring/tracking progress and implementing projects.**
♦  **Prepares requests for proposals for hardware and software.**
♦  **Participates in vendor selection.**
♦  **Acts as a liaison with business units, vendors, outside agencies and end-users.**
♦  **Reports project status.**


### E.  Security

♦  **Determines security requirements; develops, implements and maintains security systems.**
♦  **Monitors, investigates and reports on inappropriate access to systems.**
♦  **Ensures anti-virus definitions are up-to-date.**


### F.  Related Key Work Activities

♦  **Assigns and coordinates workload based upon priorities.**
♦  **Moves and installs computer equipment.**
♦  **Orientates and trains staff.**
♦  **Provides guidance and support in a mentoring role to students and technicians.**

*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.*

*Validating Signatures:*

*CUPE:*

*SEIU:*

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*SGEU:*

*SAHO:*

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*Date:  June 16, 2022*