

PROFESSIONAL STAFF POSITIONS

POSITION:	SYSTEMS ANALYST
REPORTS TO:	Manager of Information Technology
DATE:	September 2018
LOCATION:	District Education Office

CORE FUNCTION:

Reporting to the Senior Manager of Information Technology, the Systems Analyst works closely with other System Analysts and Technicians to perform complex technical work investigating, analyzing and assisting in the design of systems and procedures to improve District efficiency, productivity and reliability.

RESPONSIBILITIES:

- 1) Researches, plans, installs, configures, troubleshoots, upgrades and supports operating systems and hardware/software interfaces/solutions at various District locations.
- 2) Assists in the design, implementation and documentation of complex systems and centralized District computer resources.
- 3) Monitors and troubleshoots any server-related problems, and re-configures server settings when necessary (Servers may include DNS, DHCP, voicemail, file servers, backup servers, application servers, e-mail servers, web servers, database servers, unified messaging and others).
- 4) Maintains and manages Active Directory structure.
- 5) Supports and configures/customizes District e-mail/communications systems.
- 6) Provides support for District initiatives such as Student Information Systems and Portals.
- 7) Develops and employs business intelligence reporting tools and strategies to capture and synthesize data required by the clients.
- 8) Conducts business and needs analyses to identify requirements of a new system.
- 9) Tests, evaluates, modifies and maintains current and new hardware/software, computer programs and systems to improve workflow.
- 10) Manages, maintains, enhances, secures and reports on data and systems.
- 11) Supports, enhances, maintains and secures highly confidential systems and databases such as Payroll, Human Resources and Financial Information systems.
- 12) Provides training and support to end users.

- 13) Interviews and surveys staff to observe job tasks and determine how information is processed; compiles, analyzes and delivers data to end users as required.
- 14) Recommends new system hardware/software selection and auxiliary equipment selection.
- 15) Provides conversion of files or data between different operating systems, applications and versions of software.
- 16) Researches and documents trends and developments in computer technology as it relates to the District.
- 17) Conducts technical research on system upgrades to determine feasibility, cost, and time required and compatibility with current systems.
- 18) Prepares detailed flow charts, diagrams and project plans outlining system capabilities and processes; writes systems and application documentation.
- 19) Assumes the role of a project manager for IT-related projects and initiatives as required; directs and supervises project teams.
- 20) Provides functional support and expands capabilities in the areas of project management, programming and administration.
- 21) Provides leadership, mentoring, guidance and advice to junior staff as required.
- 22) Performs other related duties as required

QUALIFICATIONS:

- 1) A BCIT or equivalent post-secondary diploma or degree in Computer Sciences/Information Systems and four years directly related experience or equivalent combination education and experience is necessary.
- 2) Microsoft Certified Systems Engineer (MCSE) preferred.
- 3) Must have a valid B.C. Driver's License.
- 4) Must have experience managing servers and running various operating systems including Microsoft Windows, Macintosh and Linux.
- 5) Must have experience designing and administrating IT projects.
- 6) Must have experience managing database servers and running various databases including Microsoft SQL Server and MySQL.
- 7) Must have experience in Active Directory, Azure, Office 365, and other Microsoft technology.
- 8) Must have experience designing and writing software scripts to automate routine tasks and simplify system administration.
- 9) Must have some experience with enterprise resource planning (ERP) systems and their support.
- 10) Must be a team player with effective communication and problem-solving abilities.
- 11) Must be a self-starter and take initiative in developing and executing new IT projects and opportunities.