



## IDENTIFICATION

| Department      | Position Title                    |   |
|-----------------|-----------------------------------|---|
| Finance         | Systems Analyst and Administrator |   |
| Position Number | Community                         | Division/Region                             |
| 15-14813        | Yellowknife                       | Information Systems<br>Shared Services / HQ |

## PURPOSE OF THE POSITION

The Systems Analyst and Administrator performs the day-to-day operations and routine management of the line of business applications, websites and related services for a portfolio of client departments contributing to the availability, reliability and overall performance, within agreed upon service levels and standards. The position contributes to the analysis and design of information systems and services in projects and initiatives that result in new, enhanced or improved solutions to meet the changing needs of clients.

## SCOPE

Located in Yellowknife and reporting to the Manager, Technical Services, the Systems Analyst and Administrator assist in the definition, analysis, planning, measurement, maintenance and improvement of all aspects of information systems, websites and services. The position undertakes routine operational management duties and responsibilities to ensure the security, reliability and availability of solutions which are essential to the overall control and management of service availability and to ensure that the level of service delivered in all services is matched to or exceeds the current and future agreed needs of the business, in a cost-effective manner. The Systems Analyst and Administrator is also a partner in the design and implementation of new line of business applications and enhancements led by Solution Services, Web Services and others.

The incumbent is a seasoned professional, participating and sometimes leading the resolution (both reactive and proactive) of problems throughout the information system lifecycle, including classification, prioritization and initiation of action, documentation of root causes and implementation of remedies to prevent future incidents.

This also includes the execution of routine changes to the service components including service assets, configuration items and associated documentation. Change management uses requests



for change (RFC) for standard or emergency changes, and changes due to incidents or problems to provide effective control and reduction of risk to the availability, performance, security and compliance of the business services impacted by the change. This includes changes introduced through the execution of projects and initiatives.

Services are delivered to GNWT departments and Housing NWT.

The position interacts with and may influence immediate colleagues, and has external contact with clients, suppliers and partners. It may have more influence in own domain but will impact the work of others. The position understands and collaborates on the analysis of user / client needs and represents this in their work

There is a variety of work, often non-routine, in a variety of environments, requiring the application of a methodical approach to issue definition and resolution.

There is a requirement for security and privacy in the work and the operation of the organization. The position seeks specialist security and privacy knowledge or advice when required to support the work.

The position works under routine direction and uses discretion in resolving issues or enquiries and responding to issues and assignments. Works without frequent reference to others. The position holder uses its discretion to determine when issues should be escalated to a higher-level position.

The position plans, schedules and monitors its own work within limited deadlines and according to relevant legislation, standards, and procedures.

This position requires very high levels of attention to detail and extended periods of intense concentration for applications/systems troubleshooting.

## **RESPONSIBILITIES**

### **1. Performs routine maintenance and management tasks for information systems websites and services:**

- Plans and executes the routine updates and patching of solution components, including roll back planning.
- Validates success of routine planned maintenance and upgrade tasks.
- Proactively monitors application and service availability and performance and takes action when issues are identified.
- Maintains system and architecture documentation.
- Assists in disaster recovery planning, testing and verification.
- Coordinates with clients for maintenance windows and downtime when required.



- Prepares routine service reporting metrics in accordance with negotiated service level agreements.
  - Investigates problems in systems, processes and services and assist with the implementation of agreed remedies.
- 2. Contributes to the design of components using appropriate modelling techniques following agreed architectures, design standards, patterns and methodology.**
- Assists in the identification and evaluation of alternative design options and trade-offs.
  - Assists in the creation of design views to address the concerns of the different stakeholders of the architecture and to handle both functional and non-functional requirements.
  - Assists senior analysts to model, simulate or prototype the behaviour of proposed systems components to enable approval by stakeholders.
  - Assist senior analysts in the production of design specification to form the basis for construction of systems. Reviews, verifies and improves own designs against specifications.
- 3. Contributes to release management and change activities associated with small to medium system implementations upgrades and enhancements**
- Applies the tools and techniques for information systems and solutions release and deployment activities.
  - Administers the recording of activities, logging of results and documents technical activity taken.
  - Ensures appropriate documentation and configuration records are developed and maintained.
  - Carries out early life support activities such as providing support advice to initial users.

### **WORKING CONDITIONS**

#### **Physical Demands**

No unusual demands.

#### **Environmental Conditions**

No unusual conditions.

#### **Sensory Demands**

No unusual demands.

#### **Mental Demands**

No unusual demands.



### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of server environments, platform software and their tuning and optimization.
- Knowledge of IT service management concepts such as those described in the IT Infrastructure Library (ITIL) Control Objects for IT (CoBIT), Dev/Ops and lean IT.
- Knowledge of system analysis and design practices and processes
- Knowledge of the software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or adaptive (iterative/agile).
- Ability to write and maintain technical documentation including system documentation, technical specifications, user guides and plans.
- Ability to use standard operational management tools and processes.
- Knowledge of ITSM tools including incident management, problem management, and configuration management tools.
- Ability to assess and evaluate risk and impact in IT systems and solutions.
- Ability to maintain an awareness of developments in the industry.
- Verbal, written and presentation skills, able to present complex concepts in an easy-to-understand manner.
- Able to take action and effectively develop and apply knowledge.
- Ability to appreciate the wider business context.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

### **Typically, the above qualifications would be attained by:**

Completion of an undergraduate degree in computer science, management information systems or business with two years of relevant experience operating and maintaining information systems environments.

Equivalent combinations of education and experience will be considered.



## **ADDITIONAL REQUIREMENTS**

### **Position Security** (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

### **French language** (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B)  Intermediate (I)  Advanced (A)

READING COMPREHENSION:

Basic (B)  Intermediate (I)  Advanced (A)

WRITING SKILLS:

Basic (B)  Intermediate (I)  Advanced (A)

- French preferred

### **Indigenous language:** Select language

- Required
- Preferred