![Government of Northwest Territories logo]

IDENTIFICATION

Department	Position Title	
Finance	Senior Systems Analyst	
Position Number	**Community**	**Division/Region**
15-3660	Yellowknife	Application Services/HQ

PURPOSE OF THE POSITION

The Senior Systems Analyst plays a key role in solution analysis and design in projects and initiatives that result in new, enhanced or improved products or services to meet the changing needs of clients. The position also provides critical operational support by monitoring and managing the line of business applications, websites and related services for a portfolio of client departments ensuring the availability, reliability and overall performance, within agreed upon service levels and standards.

SCOPE

Located in Yellowknife and reporting to the Manager, Technical Services, the Senior Systems Analyst undertakes the definition, analysis, planning, measurement, maintenance and improvement of all aspects of the availability of services. The overall control and management of service availability 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 Senior Systems Analyst is a key partner in the design and implementation of new systems and enhancements lead by Solution Services, Web Services and others to meet specified requirements, compatible with agreed systems architectures, adhering to corporate standards and within constraints of performance and feasibility. The position leads the identification of concepts and their translation into a design which forms the basis for systems construction and verification; the design or selection of components; the development of a complete set of detailed models, properties, and/or characteristics described in a form suitable for implementation. The position adopts and adapts the systems design lifecycle models based on the context of the work and selects appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

The position is also a senior expert, undertaking 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 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 the NWT Housing Corporation.

The position interacts with and influences colleagues and has a working level contact with clients, suppliers and partners. It may lead the work of others or make decisions which impact the work assigned to individuals or phases of projects including the work of staff in other departments. The position understands and collaborates on the analysis of user/client needs and represents this in their work.

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

The position operates under general direction within a clear framework for accountability and holds individual responsibility with respect to planning, scheduling and monitoring its own work (and that of others where applicable) to meet given objectives and processes within limited deadlines and according to relevant legislation, standards and procedures.

RESPONSIBILITIES

1. **Contributes to the availability management process and its operation and performs defined availability management tasks.**
    *   Analysis service and component availability, reliability, maintainability and serviceability;
    *   Ensures that applications, services and their components meet and continue to meet their agreed performance targets and service levels;
    *   Implements arrangements for disaster recovery procedures;
    *   Conducts testing of recovery procedures.

2. **Designs components using appropriate modelling techniques following agreed architectures, design standards, patterns and methodology.**
    *   Identifies and evaluates alternative design options and trade-offs;
    *   Creates multiple design views to address the concerns of the different stakeholders of the architecture and to handle both functional and non-functional requirements;
    *   Models, simulates or prototypes the behavior of proposed systems components to enable approval by stakeholders;

- Produces detailed design specification to form the basis for construction of systems;
- Reviews, verifies and improves own designs and designs of others against specifications.

3. **Performs activities to anticipate, investigate and resolve problems in systems and services.**
   - Initiates and monitors actions to resolve problems in applications, systems and services;
   - Determines problem causes, fixes/ remedies;
   - Implements agreed remedies and preventative measures.

4. **Performs release management activities associated with complex system or solution implementations, upgrades and enhancements**
   - Assesses and analyses release components;
   - Carries out the builds and tests in coordination with testers, business analysts, and project managers;
   - Ensures appropriate documentation and configuration records are developed and maintained;
   - Ensures release processes and procedures are applied;
   - Carries out early life support activities such as providing support advice to initial users.

WORKING CONDITIONS

Physical Demands

Occasional need to move equipment that may weigh up to 50 lbs.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

This position undertakes work for which there are client expectations for quality and timely completion of initiatives while balancing need for responsiveness in addressing service management issues. Work volumes may be high, overtime will be required occasionally to provide operational services, implement changes and respond to urgent incidents and service requests.. Travel to regional and vendor offices may be required from time to time.

KNOWLEDGE, SKILLS AND ABILITIES

- Expert knowledge of system analysis and design processes and practices;

- Expert 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 Project Management practices such as those described in the Project Management Body of Knowledge (PMBOK);
- Knowledge of Business Analysis practices such as those defined by the International Institute of Business Analysis (IIBM) Business Analysis Body of Knowledge (BABOK Guide);
- 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 implement standard operational management tools and processes;
- Knowledge of with ITSM tools including incident management, problem management, and configuration management tools;
- Ability to assess and evaluate risk and impact within IT systems and solutions;
- Ability to maintain an awareness of developments in the industry;
- Excellent verbal, written and presentation skills,
- Ability to communicate complex technical concepts into easy to understand information;
- Sound generic domain and specialist knowledge necessary to perform effectively within the organization;
- Working understanding of the wider business context;
- Ability to take action to develop own knowledge;
- Ability to contribute fully to the work of teams; appreciates how own role relates to other roles and to the business of the ISSS or client.

Typically, the above qualifications would be attained by:

Completion of an undergraduate degree in computer science, management information systems or business with 4 or more years of directly relevant and progressive experience operating and maintaining information systems environments.

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