

IDENTIFICATION

Department	Position Title	
Aurora College	Information Technology Analyst	
Position Number	Community	Division/Region
91-10540	Yellowknife	Corporate Services & Administration

PURPOSE OF THE POSITION

The Information Technology Analyst (“Analyst”) is directly responsible for the development, implementation, and management of Information Technology (IT) and Telecommunications Systems within the campus, associated Community Learning Centres (CLCs), and Aurora Research Institute (ARI) offices. On a college-wide basis, the incumbent collaborates with the Senior Information Technology Analyst to administer the network infrastructure which connects the Local Area Networks (LANs) at the campuses, the CLCs, the ARI offices, and the Office of the President.

SCOPE

Located in Yellowknife, this position reports directly to the Manager, Information Systems and Technology (IS&T), and provides supervision and guidance to the IT Technician and Junior IT Technician. The incumbent supports all Aurora College staff, students, and operations by administering Aurora College's information systems and network infrastructure, and provides technical support and training. This system includes the campuses, Community Learning Centres (CLCs), the Aurora Research Institute (ARI) offices, and the Office of the President. They also provide campus audio/video, audio/video conferencing, and reprography technical support.

The incumbent is required to exercise good judgment in determining how best to meet work priorities and objectives. Poor decisions affect the quality and reliability of the College's information systems which deliver essential information to management for the decision-making process and could place a financial burden on the College as a whole. As the campus, associated CLCs, and ARI offices are fully networked environments, failure to provide these services will have a direct impact on the ability of all staff to fulfill their roles in the delivery of campus and regional programs, and on the ability of students to have a successful learning experience.

The incumbent must work within the context of the College's mission, vision, goals, and policies of Aurora College and the GNWT, and in accordance with the College's Distance Education Strategy to ensure that information systems, network infrastructure, reprography, and media equipment are properly administered, supported, and maintained. The position is guided by the Aurora College Strategic and Business Plans; the Code of Ethics; the Aurora College Act; the Education Act, GNWT policies, regulations, legislation, and guidelines; and the UNW Collective Agreement.

RESPONSIBILITIES

1. Maintains IT infrastructure and networks.

- Manages Local Area Networks (LAN) and links to the GNWT WAN and to the Aurora College WAN.
- Provides technical support for the network infrastructure that connects the LANs at the campuses, CLCs, ARI offices, and the Office of the President over the GNWT WAN.
- Provides technical support for the LAN including file, print, and application servers, the Email system, the Student Information and Financial systems, and technical/administrative support for the Learning Management Systems.
- Provides remote network administration and technical support to CLC staff, coordinates with local technical support contractors where possible, and when necessary, travels to the CLCs to resolve systems problems.
- Maintains and administers network operating systems; installs, configures, maintains, and upgrades computer systems and components, peripherals, storage devices, input/output devices, servers, operating systems, and applications.
- Manages the computer inventory and replacement plan (participates in asset control by tagging computer hardware and updating inventory database when installing and preparing equipment for surplus).
- Conducts site visits at least annually to inspect IT assets/inventory, update hardware and software, and/or install new computer facilities at other locations as required.
- Upgrades equipment (hardware and software) and systems as required.
- Replaces older equipment and prepares it for surplus or use in other areas.
- Develops and implements a schedule of preventive/routine maintenance requirements and troubleshoots problems as needed.
- Works with the Manager, IST to maintain and upgrade the website and website server.
- Maintains accurate records and submits monthly technical activity reports to the Manager, Information Systems and Technology (documenting network maintenance, installation, and modifications).

2. Identifies IT needs, recommends solutions, and oversees ongoing actions to fulfill them.

- Assesses hardware and software needs for the college and recommends strategies for meeting these needs.
- Recommends objectives and standards for hardware and software development to ensure compatibility throughout the college.
- Consults with faculty/staff to identify program requirements for the computer labs.
- Prepares terms of reference and service contracts for the acquisition of new equipment and specialized computer services.

- Initiates proposals for development and modification of new business/information systems.
- Assesses and tests new hardware and software to determine if they should be purchased to meet current or projected needs.
- Coordinates, monitors, and evaluates the implementation of, or migration to, new systems through testing, parallel runs, audits, and post implementation reviews.
- Participates in the development of Information Systems and Technology plans and budgets.
- Tracks and maintains all charge back agreements to determine how much money is being spent on each system.
- Ensures funds allocated for systems development, computer services and computers achieve value for money.

3. Develops and implements IT security measures.

- Develops and implements security measures to protect student data, college computing resources, and ensure compliance with College/GNWT acceptable use policies and regulations.
- Collaborates and supports the Manager, IST in the development of contingency and disaster recovery plans and preventive maintenance systems.
- Implements and monitors disaster recovery plans as needed.

4. Manages IT user-support services.

- Oversees telecommunications support for the campus (telephones, electronic mail, Internet, and other electronic equipment).
- Monitors the day-to-day operations of campus computer labs and help desk user-support services.
- Develops and manages a Helpdesk tracking system to analyze most frequently asked questions.
- Monitors compliance to Academic Regulations regarding acceptable use of facilities in computer labs and ensures all software in the labs is licensed and used legally.
- Completes Helpdesk and end user support reports.
- Provides tier 3 user-support to IT problems escalated from the IT Technician.
- Maintains and analyzes problem logs to correct deficiencies in computer hardware and software.
- Monitors orientation sessions for new users.

5. Maintains IT expertise and provides IT application support to others.

- Maintains knowledge of recent developments in business/information systems technology, including liaising with vendors; attending conferences, seminars, and instructional courses; and ongoing study of professional and industry literature.
- Represents the institution at Computer Systems User Group meetings and at GNWT information technology meetings.
- Maintains software and hardware via operating system patches, software updates, and service packs to proprietary applications.
- Installs and configures print servers and assists in the building, testing and implementation of contingency equipment.

- Identifies and resolves inter and intra departmental issues related to information systems and technology.
- Manages e-mail system for the campus and associated CLCs.
- Assists faculty/staff with systems applications, computer facilities, distance education technical requirements, technical aspects of projects, and computer related initiatives such as major printing jobs and special equipment usage.
- Trains faculty/staff on hardware and software systems and assists management in the development of IT training strategies for faculty, staff, or students.
- Provides the technical support to ensure the Website operates in an efficient and effective manner.

6. Leads and supervises direct reports.

- Establishes the priority issues for action by others in the department.
- Ensures all those working in the department or other applicable stakeholders fully understand and follow all institutional policies that apply to them and comply with legislation.
- Encourages those working in the department to informally promote Aurora College' activities.
- Promotes workplace safety in all the department's activities. Ensures staff in the department perform regular safety inspections of equipment and work locations with timely resolution of safety issues.
- Fosters teamwork and supports the work of staff in the department. Attends, and may help coordinate, team-building functions outside the department.
- Organizes, plans, and leads regular department meetings.
- When applicable, actively seeks constructive input from staff on how to capture and build on the synergies of all three campuses & other regions.
- Develops, revises, and budgets a training plan to map out training requirements for all in the department, as well as developmental/beneficial training.
- Reviews and approves professional development plans for direct reports and monitors follow-up activities to maintain high standards of performance.
- Ensures all aspects of the recruitment process are carried out according to GNWT and Aurora College policy.
- Ensures all new direct reports are fully oriented to the institution, their positions, and where necessary, to their community.
- Ensures appropriate and consistent action is taken to discipline staff when necessary, using the progressive discipline model. Seeks assistance from the VP Corporate Services & Administration and GNWT Department of Human Resources to enforce discipline and from the President's Office in the event of dismissal.
- Monitors employee performance on an on-going basis and completes annual performance reviews. Coaches and mentors staff as appropriate to improve performance.
- Encourages staff in the department to liaise with those in other departments, and campuses/regions, both virtually and in person.
- Ensures service assignments to staff in the department are appropriately shared.

7. Contributes to the effectiveness, safety, and reputation of the College.

- Upon request, creates reports, analyses, budgets, and/or briefings in support of department operations.
- Complies with all institutional policies and applicable legislation.
- Provides input and pertinent information to others for new projects, initiatives, and future training plans as required. May undertake special projects, as assigned by the Manager, IST.
- May support, or provide input to, events and presentations that promote Aurora College's activities, programs, and offerings to others. Acts as an ambassador by promoting Aurora College's programs and image.
- Escalates safety concerns to supervisor.
- Fosters a supportive learning/working environment and assists other staff/faculty as needed.
- Attends team-building functions and regular department meetings, which may be face-to-face or virtual. At times, the incumbent may be asked to chair or take minutes at meetings.
- Participates in an appropriate share of institutional service assignments, such as participating in committees.
- Documents professional development plan and required training needs.

WORKING CONDITIONS

Physical Demands

This position installs a variety of IT equipment, which requires lifting heavy objects and working in awkward positions or confined spaces. Once a year receives a large volume of electronic shipments weighing 5-30 lbs. Occasional movement of equipment in excess of 50 lbs., which is completed by two staff.

Environmental Conditions

Occasional exposure to noise from servers while working in the server room.

Sensory Demands

No unusual demands.

Mental Demands

This position would require occasional travel, generally one-two day trips, two to three times per year.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of network hardware (including routers, firewalls, and switches) and Local, Municipal, and Wide Area Networks.
- Knowledge of network and data communications systems available in the North.
- Knowledge of server and desktop operating systems and applications in a Microsoft Windows Server-based networked environment.
- Knowledge of software including Microsoft Office, GIS, and other post-secondary education software such as learning management, student information, library, and financial systems.

- Knowledge of office equipment (e.g., telephone, printers, photocopiers etc.), audio/visual, video-conferencing, and other media equipment.
- Skills in planning, organization, and communication.
- Skills in research, analysis, and IT troubleshooting.
- Ability to evaluate, recommend, and purchase hardware and software systems
- Ability to plan and deliver of training/workshops/seminars to adults in the use of computers.
- Ability to apply College policies, procedures and regulations, copyright law and software licensing agreements.
- Ability to configure, administer, and secure server applications such as: student information, financial, learning management, and library systems; file and peripheral sharing; Microsoft Exchange and other electronic mail systems; and Microsoft SQL and other database systems.
- 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:

A Grade 12 education with a diploma in Computer Science or a related field and 3 years work experience with Local Area Networks, servers, and desktop administrator with Microsoft Windows Server technology.

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