COLLÈGE
AURORA
COLLEGE

IDENTIFICATION

Department	Position Title	
Aurora College	Information Technology Analyst	
Position Number	**Community**	**Division/Region**
91-1844	Fort Smith	Education and Training Division / Fort Smith

PURPOSE OF THE POSITION

The Information Technology Analyst is 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 Fort Smith, the Information Technology Analyst (IT Analyst) reports to the Manager, Information Systems and Technology (IS&T), and may be required to provide supervision and guidance to the IT Technician roles. This position supports all Aurora College staff, students, and operations by administering Aurora College's information systems and network infrastructure, and providing 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. The incumbent is also required to provide campus audio/video, audio/video conferencing, and reprography technical support.

The IT Analyst 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 IT Analyst works within the context of the College's mission, vision, goals and policies of Aurora College and the Government of the Northwest Territories (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 Union of Northern Workers (UNW) Collective Agreement.

In providing computer services to the entire campus, and also the associated CLCs, Aurora Research Institute, and Office of the President on request, the incumbent is often away from their designated work space.

The IT Analyst faces multiple and changing priorities, short time frames and is often required to work overtime to meet deadlines or to perform tasks outside of regular working hours to avoid disruption to staff. This is more pronounced at the beginning of each semester.

The incumbent will be required to stay current with new computer technologies.

RESPONSIBILITIES

1. **Coordinates the planning and manages the development and implementation of business/information networks within the campus, associated CLCs, and ARI offices to ensure reliable and effective networking systems and reduce end user downtime.**
   - Assesses the hardware and software needs of the campus, CLCs, and ARI offices and determines the most effective strategies for meeting these needs.
   - Recommends objectives and standards for hardware and software development to ensure compatibility throughout the campus, CLCs, and ARI offices.
   - Prepares the campus, CLC, and ARI Information Systems and Technology plan and budget and forwards it to the Manager, Information Systems and Technology for approval.
   - Develops and implements security measures to protect student data and College computing resources and to ensure compliance with College and GNWT acceptable use policies and regulations.
   - Initiates proposals for development and modification of new business/information systems.
   - Researches and tests new products to determine if they should be integrated into current business/information systems. Purchasing decisions are made based on the incumbent's recommendations.
   - Prepares terms of reference and service contracts for the acquisition of new equipment and specialized computer services.
   - Manages the campus, CLC, and ARI office Local Area Networks (LAN) and its linkage to the GNWT WAN and to the Aurora College WAN.
   - Identifies and resolves inter and intra departmental issues related to business/information systems.
   - Participates in the development of contingency and disaster recovery plans and preventive maintenance systems.

- Conducts site visits to all associated CLCs and ARI offices at least annually to inspect, inventory and update hardware and software, to install new computer facilities as required and to consult with staff.
- Maintains accurate records and submits monthly technical activity reports to the Manager, Information Systems and Technology (documenting network maintenance, installation and modifications).
- Ensures funds allocated for systems development, computer services and computers achieve value for money.
- Works harmoniously with various central agencies, including the GNWT and Aurora College Office of the President, to develop and implement departmental business information systems including electronic mail interfaces and Student Records Systems.
- Represents the College at Computer Systems User Group meetings and at GNWT information technology meetings.
- Maintains knowledge of most recent developments in business/information systems technology, including liaison with vendors.

2. **Manages and provides network administration and technical support for the campus, associated CLCs, and ARI offices.**
- Participates in the development of College Information Systems and Technology plans.
- Researches and tests new hardware and software and recommends the purchase of hardware and software that meet the current and projected needs of the campus, associated CLCs, and ARI offices. Decisions are made based on the incumbent's recommendations.
- Provides hardware and software support to staff by setting up all computer equipment and other information systems, ensuring that all systems are running efficiently and are compatible.
- Installs and configures print servers and assists in the building, testing and implementation of contingency equipment.
- Provides basic audio and video conferencing technical support.
- Provides audio-visual support services including storage and maintenance, sign-out and set-up of equipment.
- Diagnoses and presents timely solutions to problems encountered with both systems applications and computer equipment such as computers, printers, scanners, and digital cameras.
- Tracks and maintains all charge back agreements to determine how much money is being spent on each system.
- Assists faculty in distance education and special projects by ensuring technical requirements are met.
- 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.
- Provides proactive software and hardware technical support for campus staff and students. This includes hardware and operating system patches, software updates, and service packs to proprietary applications.
- Maintains and analyzes problem logs to correct deficiencies in computer hardware and software.

- Manages e-mail system for the campus and associated CLCs.
- Coordinates, monitors and evaluates the implementation of, or migration to, new systems through testing, parallel runs, audits and post implementation reviews.
- 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.

3. **Maintains and modifies the computer-based information systems of the campus, associated CLCs, and ARI offices.**
   - Works with the Manager to develop contingency and disaster recovery plans.
   - Implements and monitors disaster recovery plans as needed.
   - Controls assets, conducting assets inventory and inspections of all campus, associated CLCs, and ARI offices annually.
   - Provides telecommunications support for the campus (telephones, electronic mail, Internet, facsimile and other electronic equipment).
   - Upgrades equipment (hardware and software) and systems as required; decides whether modifications meet the required objectives.
   - Replaces older equipment and prepares the old equipment for surplus or use in other areas.
   - Provides hardware and software systems training to staff, aids management in setting and implementing training strategies for the campus staff and for students using the computer labs.
   - Organizes in-house training and demonstrates new technology and software.
   - Understands the application and use of computers in general operation and government applications.
   - Manages the computer inventory and replacement plan for the campus, associated CLCs, and ARI offices (participates in asset control by tagging computer hardware and updating inventory database when installing and surplusing equipment).
   - Establishes preventive maintenance systems and schedules.

4. **Manages/Monitors all Campus Lab activities.**
   - Monitors day-to-day operations of campus computer labs, implements user tracking and security procedures as necessary to protect student data and College computing resources.
   - Troubleshoots and remedies hardware/software or network conflicts in the labs
   - Consults with instructors to identify program requirements for the computer labs.
   - Provides technical assistance to instructors and students in the computer labs.
   - Ensures that all software in the labs is licensed and used legally.
   - Ensures that College Academic Regulations regarding acceptable use of College facilities are followed.
   - Develops and implements a schedule of routine maintenance requirements and troubleshoots problems as needed.

5. **Collaborates with the Senior Information Technology Analyst and IT Team regarding College-wide network and LAN duties.**

- Provides staff with assistance on systems applications, computer facilities, and computer related initiatives such as major printing jobs and special equipment usage.
- Provides technical support for the network infrastructure which connects the LANs at the campuses, the CLCs, the ARI offices, and the Office of the President over the GNWT WAN.
- Provides technical support for the Aurora College LAN including file, print, and application servers, the Aurora College Email system, the Student Information and Financial systems, and technical/administrative support for the Aurora College Learning Management Systems.
- Provides assistance to campus staff to solve problems in distance education technical requirements and in special projects promoted by the College.

6. **Manages a Helpdesk and end user support in order to ensure effective and timely response to hardware and software problems at the campus, associated CLCs, and ARI offices.**
   - Develops and manages a Helpdesk tracking system to analyze most frequently asked questions and problems.
   - Diagnoses, researches, implements, documents, and evaluates solutions to user and workstation problems
   - Completes Helpdesk and end user support reports.
   - Provides an orientation session for new users.

7. **Provides technical support for the Aurora College Website.**
   - Works with the Manager to maintain and upgrade the Aurora College website and website server.
   - Provides the technical support to ensure the Website operates in an efficient and effective manner.

8. **Provides Acting Supervision to IT Technician roles, as required.**
   - Develops a work plan for the technicians to ensure that they receive appropriate training and experience while contributing to the day-to-day technical support of the campus.
   - Provides day-to-day direction and support.
   - Acting participation in performance management of the IT Technician and Junior IT Technician including developing a work plan, monitoring work, providing ongoing feedback and contributing to performance reviews, as required.

9. **Performs other related duties as required.**
   - Attends conferences, seminars and instructional courses and maintains an ongoing study of professional and industry literature to ensure current knowledge of changing computer industry trends and emerging technologies for future distance education systems planning.
   - Provides briefing notes for Manager, Vice President, Education and Training, and President when required.
   - Prepares reports.
   - Serves on committees.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

The incumbent is constantly exposed to noise from servers contained within a single room and from several computers and other electronic equipment located in the incumbent's office.

Sensory Demands

The IT Analyst spends 12 to 14 hours per week dealing with staff and users in person and over the telephone, resolving system problems. This involves a need to concentrate on two or more simultaneous sensory inputs for intermediate durations at a time, including listening skills and the ability to pay attention to detail, to diagnose and resolve the system problems.

Mental Demands

The incumbent experiences tight work schedules related to fixing complex computer/network problems and other challenges when training staff in the use of computers and applications.

The incumbent is required to travel up to twice a month for up to three days to the CLCs and to other campuses; some road and small aircraft travel is required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of network hardware (including routers, firewalls, and switches) to design and administer Local, Municipal, and Wide Area Networks.
- Knowledge of current network and data communications systems available in the north, as well as knowledge of network and data communication systems that may become available in the north in the future.
- Knowledge of server and desktop operating systems and applications in a Microsoft Windows Server-based networked environment.
- Knowledge of configuration, administration, and securing server applications including 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.
- Knowledge of and/or the ability to acquire knowledge of pertinent College policies, procedures and regulations, copyright law and software licensing agreements.
- Knowledge of software including Microsoft Office suite, GIS, and other proprietary software such as learning management, student information, library, and financial systems
- Knowledge of office equipment (e.g. telephone, fax machines, photocopiers etc.).
- Knowledge of maintenance of audio/visual, video-conferencing and other media equipment.
- Knowledge and ability to evaluate and purchase hardware and software systems; make decisions or recommendations based on suitability; and ensure value for money spent.

- Research, analytical and troubleshooting skills to solve simple to complex problems.
- Skilled in the planning and delivery of training/workshops to adults in the use of technology.
- Communication skills both oral and written, to generate confidence in solutions offered and technical advice given to staff when they encounter problems in computer use and to facilitate training sessions to staff.
- Organization and planning skills.
- Ability to work both as part of a team and with individual staff/students.
- Ability to work with minimal direction and without technical supervision.
- 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:

Diploma in Computer Science or a related field and three (3) years Local Area Network and server and desktop administrator experience with Microsoft Windows Server technology

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

☐ 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