

Information Systems Analyst

[Position Description](#) | [Qualifications](#)

OVERVIEW

Reporting to the Manager, Information Technology for Learning, the Information Systems Analyst contributes to the effective and efficient operation of the District's information technology resources by analyzing existing systems, defining requirements, formulating recommendations, monitoring, supporting and revising projects and offering technical information and IT expertise to District staff. The position undertakes projects alone or acts as project manager involving significant business analysis, technical analysis, scripting/software development and technical support. The position operates in an environment of constantly changing priorities and short timelines with mission critical systems.

POSITION DESCRIPTION INFORMATION SYSTEMS ANALYST

SYSA-1

Analyses and evaluates existing or proposed systems and devises technical solutions to address business requirements, often involving extremely confidential information. Prepares charts and diagrams to assist in problem analysis and solution development. Prepares detailed program specifications and coordinates systems changes with IT and other departments, and ensures satisfactory results aligned with business requirements.

SYSA-2

Schedules, coordinates, and conducts interviews with a variety of District staff to gather business requirements and identify user needs. Actively, with initiative and curiosity, seeks to understand the IT needs of District staff and works toward resolution. Defines user requirements for modifications to existing systems and procedures and designs new systems and procedures.

SYSA-3

Provides training and conducts in-service sessions for District staff. Develops and communicates complex IT concepts in a logical and persuasive fashion and expresses them in conversation, writing and formal oral presentations. Highly effective communications skills are essential to coach, train, guide, develop or otherwise improve the skills of others in systems related areas.

SYSA-4

Plans, organizes, schedules and coordinates systems, products, resources, and vendors to implement approved projects. Monitors the quality and accuracy of the systems, products and resources involved in the implementation phase and revises and corrects problems as they occur.

SYSA-5

Works independently in planning and carrying out assignments. Work is reviewed only for attainment of objectives and adherence to deadlines. Past practices and precedents provide only general direction.

SYSA-6

Participates and makes recommendations during reviews of existing systems and procedures and in testing, evaluation, acquisition and installation of new hardware, software and other technology solutions.

SYSA-7

Builds and develops team approaches to problem solving where individual skills and abilities are pooled to address and resolve issues.

SYSA-8

Produces and maintains comprehensive operational and process documentation for the information systems technology in their area of responsibility.

SYSA- 9

Tests changes to and modifications of technical systems including but not limited to version upgrades and system and security patches.

SYSA-10

Installs and applies appropriate tools and procedures to measure system performance and usage and recommends or takes appropriate action to maintain optimal security and performance of those systems.

SYSA-11

Lifts and moves material up to 18 kg (40 lb.)

SYSA-12

Performs other assigned comparable or transient duties which are within the area of knowledge and skills required by this job description.

**QUALIFICATIONS FORM
INFORMATION SYSTEMS ANALYST**

<p>EDUCATION</p>	<p><i>TECHNICAL REQUIREMENTS</i></p> <p>Grade 12 or equivalent and specialized experience and post-secondary training</p> <p>Working knowledge of and experience configuring desktop computers and LAN/WAN</p> <p><i>OTHER RELATED COURSES</i></p> <p>Computer Science degree or equivalent education</p>
<p>EXPERIENCE</p>	<p><i>TECHNICAL REQUIREMENTS</i></p> <p>A minimum of 4 years specific experience OR six years or more of related experience.</p>
<p>KNOWLEDGE</p>	<p><i>TECHNICAL REQUIREMENTS</i></p> <p>Thorough knowledge of business, educational and networking computer systems</p> <p>Thorough knowledge of configuring and operating/supporting a variety of computer hardware and related devices</p> <p><i>JOB SPECIFIC REQUIREMENTS</i></p> <p>Thorough knowledge of multi-user computer environmental issues</p> <p>Thorough knowledge of personal computers</p> <p>Thorough knowledge of two computer programming and development languages</p> <p>Broad knowledge of LAN and/or WAN issues, concepts and configurations and project management</p>
<p>SKILLS AND ABILITIES</p>	<p><i>TECHNICAL REQUIREMENTS</i></p> <p>Ability to configure and support a variety of LAN and WAN networks</p> <p>Ability to develop and support related computer systems</p>

	<p>Ability to learn and adapt to rapidly changing technologies</p> <p><i>INTERPERSONAL REQUIREMENTS</i></p> <p>Oral communication skills including the ability to relate to staff and the public</p> <p>Ability to exercise tact and courtesy in explaining and exchanging ideas, data and information</p> <p>Ability to work collaboratively in a team setting Ability to maintain confidentiality, patience and, flexibility</p> <p>Able to work with minimal supervision</p> <p>Ability to work under pressure with multiple deadlines</p> <p><i>PROBLEM SOLVING REQUIREMENTS</i></p> <p>Ability to independently apply appropriate methods, procedures and policies</p> <p>Ability to creatively problem solve to deal with requests, complaints and clarification of information</p> <p>Ability to document, summarize and interpret information</p> <p>Ability to develop work methods and pay close attention to detail</p> <p>Ability to give advice, guidance, instructions and directions</p> <p>Ability to ensure accuracy and reliability of data and quality of assignments</p> <p>Analytical ability and organizational and time management skills</p>
<p>WORKING CONDITIONS</p>	<p><i>OCCUPATIONAL REQUIREMENTS</i></p> <p>Sufficient mobility for occasional travel to meet with users at multiple locations</p> <p>Able to lift up to 18 kg and operate related equipment</p> <p>Able to perform related physical and mental activities</p> <p>Sufficient vision and hearing to perform related job duties</p>