# PEA Job Description

## 1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>998909, 993314, 998910, 998898</th>
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<tbody>
<tr>
<td>Position Title</td>
<td>Senior Systems Analyst</td>
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<tr>
<td>Department</td>
<td>UVic Online</td>
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<td>Reports to</td>
<td>Manager, Production and Technical Support</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct______ Indirect______</td>
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<tr>
<td>Classification Level</td>
<td>SG 13</td>
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<tr>
<td>Current Incumbent (if applicable)</td>
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<td>Last Updated</td>
<td>October 2017</td>
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## 2. Position Summary

Reporting to the Manager, Production & Technical Support, UVic Online, within University Systems, the Senior Systems Analyst works as part of a team to ensure the operational effectiveness of the University’s central enterprise systems and databases including:

- Core administrative systems (ERP) and business applications,
- Academic systems,
- Web sites and applications,
- Identity management, and
- Middle-tier infrastructure.

This position will play a lead role in the tier 2 and 3 support of the University of Victoria’s enterprise systems, databases, and application infrastructure. They will also be responsible for maintenance and upgrades of enterprise systems including a combination of vendor and custom applications operating on a diverse, complex technical infrastructure.

This position frequently interacts with vendors, client areas, and University Systems staff to coordinate system upgrades, outages, and changes, and contributes towards online support documentation for client areas and internal University Systems business processes and systems, and may occasionally manage projects.

Our normal business hours are 8:00 AM to 5:00 PM, while system maintenance is regularly performed off-hours.

## 3. Key Responsibilities and Expectations

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<th>Key Responsibilities. % of time</th>
<th>Expectations:</th>
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| Develops and maintains infrastructure for enterprise information systems: 50% | - Independently analyze, plan, implement, integrate, test and document minor/major system enhancements for new and existing enterprise information systems to meet the business requirements of the University
- Work with both technical and non-technical staff to perform analysis of business requirements in order to provide recommendations and create technical specifications required to implement a solution with the greatest benefits with the lowest risk and cost |
- Create and maintain technical and functional documentation for first-level support staff, colleagues and clients
- Coordinate testing of new/existing information systems with clients to ensure solutions are tested sufficiently
- Attend training sessions to learn new technologies and skills related to the continued development of enterprise information systems

**Operational Support: 30%**
- Communicate with clients to determine source of problems and associated details
- Assist clients in determining if problem is due to improper use of system, system failure or improper design
- Diagnosing and correcting problems in consultation with vendors and other technical staff where appropriate
- Update relevant documentation/wiki once resolution has been implemented

**Project Management: 20%**
- Directs work of technical staff in University Systems, managing time, budget and scope of projects
- Conducts analysis to determine feasibility, scope, costs, overall design and implementation schedule and methodology
- Develops project plans and monitors and reviews progress and costs
- Works collaboratively with stakeholders to develop, issue and evaluate requests for proposals (RFPs) for new systems
- Makes recommendations to Management regarding major acquisitions
- Works cooperatively with the University Systems Project Management Process Manager to ensure that established methodologies are followed
- Works with vendor resources to facilitate access and implement changes to vendor-managed systems

**4. Classification Factors:**

**Problem-Solving:**
This position involves technical analysis, investigation and problem solving that is complex and variable to identify solutions that are difficult to find. Solutions require interpretation, evaluation and adaptation of procedures, policies and precedents. Position requires development of new methods and procedures, including but not limited to:

- Application and database architecture analysis and design
- Client requirements gathering and definition
- Investigation, implementation and integration of commercial vendor products
- Custom and vendor application troubleshooting
- Analysis and recommendation of emerging technologies

**Responsibility for Financial & Material resources:**
- Shared responsibility for university administrative systems and databases including but not limited to student records, payroll, and financial information.

**Responsibility for Human Resources:**
- Provides informal direction to small teams (<5) while performing project management duties using the Project Management Office (PMO) process.
- Provides information direction, training, and guidance to other University Systems staff for systems and applications where the position has subject matter expertise.
May participate in job competition selection committees

Impact of Decisions and Actions:
• If there is an interruption or degradation in an enterprise wide application, this position must be able to determine the cause and take corrective action. Cause and resolution may be in a variety of different technical components requiring a broad systems understanding. Due to the critical nature of the enterprise wide application systems that are supported, this position must be able to act effectively under pressure and be able to quickly and accurately diagnose and correct problems (or contribute to these).

Independence:
• Makes independent studies and analyses of varying problems as well as judgement in the identification of solutions which are not always easily found. Solutions are generally guided by procedures, policies and precedents. However, investigation is sometimes required to modify methods and procedures and to create new ones.
• Analyzes client requirements and determines how an application can be built that can effectively satisfy those requirements
• Determine and correct the cause of problems when enterprise information systems are interrupted, degraded or unstable. Solutions may involve following established procedures or developing a unique procedure to fit the circumstances
• Determine whether an identified enterprise information system problem is an emergency that needs to be responded to immediately.
• Makes technical decisions and recommendations to clients, project managers, and Systems leadership, which may be reviewed for soundness of judgement, but which usually are accepted as technically accurate, feasible and appropriate.

5. Summary of qualifications:
• Undergraduate degree in Computer Science/Engineering or other relevant discipline and a minimum of 5 years’ experience in development and maintenance of large, complex and integrated application systems, or the equivalent combination of education and experience
• Familiarity with university business/enterprise applications including: Ellucian Banner, Cascade CMS, Blackboard Transact, The Raiser’s Edge, uPortal, CAS, Moodle, WordPress, SASo
• Proficiency in supporting enterprise wide applications
• Supported technologies and programming languages, including: Oracle SQL, PL/SQL, APEX, Microsoft SQL server, MySQL, HTML5, CSS3, Java, Groovy on Grail, PHP, and automation scripting

Required Skills:
• Ability to be an enthusiastic and resourceful team member, with excellent interpersonal and communication skills (written and oral) in order to interact effectively with colleagues, staff and vendors in a client-oriented environment
• Ability to successfully contribute to complex projects
• Willingness and ability to acquire new computing and other related skills independently
• Ability to problem solve effectively
• Ability to write coherent technical and user documentation
• Ability to work in an effective and organized manner in a complex environment
• Self-motivated with initiative and the ability to participate in team activities

Asset:
• Experience managing projects using a formal project management framework (i.e. PMBoK)
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<tr>
<td><strong>Manager's/Supervisor's Signature</strong></td>
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