# Job Description

## 1. Position Identification

<table>
<thead>
<tr>
<th><strong>Position Number</strong></th>
<th>992309, 993608, 998977</th>
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<tbody>
<tr>
<td><strong>Position Title</strong></td>
<td>Systems Analyst</td>
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<tr>
<td><strong>Department</strong></td>
<td>UVic Online, University Systems</td>
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<td><strong>Reports to</strong></td>
<td>Manager, Production &amp; Technical Support</td>
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<tr>
<td><strong>Number of Direct/Indirect Reports</strong></td>
<td>Direct: 0  Indirect: 0</td>
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<tr>
<td><strong>Classification Level</strong></td>
<td>SG10</td>
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<tr>
<td><strong>Current Incumbent</strong></td>
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## 2. Position Summary

University Systems ([http://www.uvic.ca/systems/](http://www.uvic.ca/systems/)) serves a diverse client base including students, faculty and world-renowned researchers. We consist of three major units: Academic & Administrative Services, Infrastructure Services, and UVic Online, all working together to provide computing, communications and technology in support of the university's learning, teaching, research and administrative activities. We support high profile research projects like VENUS, NEPTUNE and ATLAS and work as part of the BCNET consortium. We exist in a complex work environment where we must effectively navigate complex, cutting edge and ever-changing technology, and information security and privacy issues in order to be the best information systems organization in the Canadian university system.

Our normal business hours are 8:30 AM to 4:30 PM, while client-facing service entities may be open from 8:00 AM to 11:00 PM; system maintenance may be performed off-hours and major issues are responded to on a 24/7 basis.

The UVic Online department within University Systems at the University of Victoria plays a pivotal role in implementing new enterprise-wide software systems, continuously improving existing systems, and providing University-wide data stewardship. We are a dynamic team which continues to implement exciting and powerful software systems -- systems which have enabled UVic to become one of the most technologically advanced and well integrated universities in North America.

Reporting to the Manager, Production & Technical Support, UVic Online, within University Systems, the Systems Analyst will contribute as part of a team to the Tier 2 technical support of the University of Victoria’s central administrative database environments and software systems, which must be available on essentially a 7x24 basis. Duties include liaison with customers, software developers, system administrators, operations staff, vendor partners and management to facilitate the information gathering, analysis, diagnosis, solution design, and remediation of information system issues. Systems may include business applications, interfaces, reports, tools, customizations and workflows.
## 3. Key Responsibilities and Expectations

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<th>Key Responsibilities</th>
<th>Expectations</th>
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| **Operations Support:** troubleshoot and repair production enterprise information systems (70%) | • 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 |
| **Develop infrastructure components, enhancements, and customizations for enterprise information systems (20%)** | • Work with both senior 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  
• 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  
• 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 |
| **Provide advice, consultation and training to clients and colleagues on information systems and related technical matters (10%)** | • Cross-train technical staff on the support and maintenance of information systems  
• Cross-train technical staff on the use of technologies, programming languages and information systems  
• Consult with other technical staff and provide expert level advice on the use of supported information systems  
• Consult with clients on the use of information systems and assist in determining the feasibility of requested modifications  
• Train clients on the use of information systems and on new functionality created by modifications to existing information systems |
4. **Classification Factors:**

(a) Independence of action, authority and decision making:

- Makes independent studies and analyses of varying problems as well as judgment 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 (this may be in consultation with a supervisor) is an emergency that needs to be responded to immediately.
- Provides technical recommendations to clients and senior staff. These are normally subject to examination and review.

(b) Accountability – scope and impact:

- 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 lie in the operating system of the client or server, in the network transport layer, in the database, within the application itself, or within the hardware. 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).

(c) Supervision given and received:

- Receives supervision from the manager.
- Works within clearly defined practices, procedures and policies. Objectives/priorities are set by supervisors to meet the needs of clients for projects or troubleshooting problem applications.
- Work is checked or reviewed periodically for progress, adequacy and effectiveness. Guidance is readily available and when there is difficulty meeting the workload with the available resources consultation with the supervisor is required.
- No formal supervisory responsibilities. May participate in job competition selection committees.
- Provides technical guidance to other less experienced software developers, as required and to other staff on projects, etc.

(d) Budget, Financial & Material resources:

- May support purchasing decisions. Shared responsibility for related hardware, software and data.

(e) Problem-Solving

- Effective analytical and problem solving skills. There are data, application, design, technology and operational issues that are complex and problem solving
will vary requiring adaptation of procedures and practices. For example, at a high level it might be necessary to provide advice on the design of a secure, efficient, fault-tolerant database application while other situations may require resolution of a specific application error condition. Error handling typically requires a determination of whether a problem is a user or system error and may require the use or establishment of a test environment to replicate the error.

- 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 unclear. Must be able to act effectively under pressure and contribute or directly diagnose and correct problems.

- Analyzes client requirements and determines how an application can be built that can effectively satisfy those requirements.

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### 5. Summary of qualifications:

Bachelor’s degree in a computer science discipline with an emphasis on modern programming practice and broad exposure to systems analysis and relational database methodologies and web technologies and at least 3 years of experience.

Experience must include:

- SQL, PL/SQL and the Oracle suite of tools
- Supported technologies and programming languages, including: Oracle SQL, PL/SQL, APEX. Microsoft SQL server, MySQL, HTML5, CSS3, Java, PHP, and automation scripting
- Navigating administrative business processes and procedures
- Identity and Access management systems and processes
- Enterprise software support and application administration

Equivalent combinations of training, education and/or experience may be considered.

Preference may be given to knowledge of and/or experience working in a post-secondary or similarly large and complex organization and/or knowledge of and/or experience working with University business applications, including: Ellucian Banner, Workflow, BDM. Cascade CMS, Blackboard Transact, uPortal, CAS, Moodle, SAS, LDAP

In addition, this position requires:

- 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 write coherent technical and user documentation;
- Ability to successfully contribute to complex projects;
- Ability to problem solve effectively;
- Willingness and ability to acquire new computing and other related skills independently;
- 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;
• Proficiency in supporting enterprise wide applications; and,

University Systems’ Values are: Teamwork, Customer Satisfaction, Communication & Information Sharing, Continuous Learning, Improvement Coaching and Mentoring, Balance Home and Work, Accountability.

Date of Submission: ________________________________

Signature of Responsible Manager: ________________________________