PEA Job Description

1. Position Identification

<table>
<thead>
<tr>
<th>Position Number:</th>
<th># 994418, 991775</th>
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<tbody>
<tr>
<td>Position Title:</td>
<td>Programmer Administrator, DevOps</td>
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<tr>
<td>Department:</td>
<td>UNEX</td>
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<td>Reports to:</td>
<td>IT Director, Continuing Studies</td>
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<tr>
<td>Number of Reports:</td>
<td>Direct: 0, Indirect: &lt;=10</td>
</tr>
<tr>
<td>Classification Level:</td>
<td>SG9</td>
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<tr>
<td>Last Updated:</td>
<td>October 2019</td>
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2. Position Summary

The Division of Continuing Studies (UVCS) at the University of Victoria (UVic) leverages their independent IT Unit (ITS) to ensure technology is optimally utilized for non-credit learners on campus. Technology within UVCS is deployed to support a custom developed student information system (SIS) that encompasses multiple applications that together form our overall Enterprise System. This end-to-end, full-stack, Enterprise system extends from administrative, lab, and classroom computers, through server and database systems, culminating with integrations into Learning Management Systems (LMS), Content Management Systems (CMS), and other supporting web-apps, not only at UVic, but also at other like-minded educational institutions.

Reporting to the IT Director, the DevOps Programmer Administrator is expected to support the transformation of people, process, and automation within UVCS. They are responsible for maintaining the Enterprise System that is the backbone of the student learning experience at UVCS. This position requires understanding of technical systems, agile project management, software development, and customer service.

As a technical leader, this role supports DevOps through automation and CI/CD, produces software code, manages information and system security, participates in both software development and infrastructure projects, provides user support and incident triage with a client centric focus.

Other related duties may be assigned throughout the year. This position is expected to be an effective team member while reliably completing required tasks and assigned projects independently. There are occasional requirements to be available outside of normal working hours and to be able to lift and carry computer equipment.
### 3. Key Responsibilities and Expectations

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<th>Key Responsibilities, % of time</th>
<th>Expectations:</th>
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| **50% Development**<br>Create new components, enhancements, customizations, and reports for the Student Information System used by staff, colleagues, and partners. | • Assist ongoing Business Analysis (BA) work in order to provide recommendations and create technical specifications to ensure all code created delivers expected value at optimal risk/cost.  
• Collaboratively analyze, plan, implement, integrate, test, and deploy system enhancements and complex reports.  
• Conduct user acceptance testing (UAT) against established use-cases.  
• Facilitate Business Intelligence (BI) through data analysis, reporting, and dashboards.  
• Recommends and implements technology and configuration upgrades and conversions |
| **40% Operations**<br>Provide both technical and application management to support and Maintain the Enterprise “client-server” System. | • Perform required upgrades to various 3rd party applications that comprise the overall Enterprise System which includes operating systems, web applications, and databases.  
• “Swarm” to resolve issues that arise from the daily use of the Enterprise System within agreed service levels and/or release schedules.  
• Administer the Service Desk to ensure there is no back-log of service requests.  
• Contact and consult with other technical staff where appropriate.  
• Assist Students and Instructors with the use of technology  
• Communicates technical concepts to a non-technical audience to achieve consensus on changes to applications and project goals. |
| **10% Continuous Improvement**<br>Continuously research ways to improve existing applications and related services. | • Review incidents for root-cause problem resolution and recommend changes.  
• Maintain “IT best practices” with a focus on process automation.  
• Provide technical advice to Clients on the use of the Enterprise System.  
• Keep abreast of trends in the Industry while seeking and maintaining training certifications.  
• Maintain technical documentation. |
4. **Classification Factors:**

**Problem-Solving:**
Requires in-depth analysis of complex and variable problems as well as critical thinking and judgement to identify unique solutions for the non-credit learning-environment and international students who have come here to learn English. If there is an interruption or degradation in the Enterprise System, this position must be able to determine the root cause and take corrective action. This position uses expert knowledge to identify, design, and develop technology based solutions to business problems, making recommendations on the use of new or existing technologies within several subject areas. Analyzes existing business processes and recommends improvements. Analyzes historic data to identify trends and opportunities. Reviews pervasive technical issues and ongoing problems for solutions, not work-arounds. Explores cross-platform capabilities to ensure maximum benefit/performance.

**Responsibility for Financial & Material resources:**
Recommends limited purchases not requiring detailed specifications. Has shared responsibility for supporting the Division’s approximate 20,000 students annually in classrooms and labs, with over 300 desktops/laptops, and an Enterprise System comprised of roughly 50 servers hosting several applications. Contributes to the identification of IT solutions.

**Responsibility for Human Resources:**
Provides ongoing operational or technical support and training to others, including students with limited English. Guidance and direction includes the use of operating systems, applications, and computing equipment including mobile phones and AV gear.

**Impact of Decisions and Actions:**
Individual actions and decisions have a moderate impact on the objectives and/or results of specific projects, programs, or services within the department. Collaborative involvement in decision-making has a moderate impact beyond the administrative unit. The applications and systems supported are diverse and numerous and support all teaching, learning, and administration objectives. The actions of this position are reviewed but still indirectly impact the ability of UVCS to register and teach roughly 20,000 students each year. If there is an interruption or degradation in the Enterprise System, this position must be able to assist with root cause investigation and take corrective action.

**Independence:**
Work is performed in accordance with practices, procedures and policies, but considerable latitude is exercised in selecting work methods. Objectives are set by the person performing the job on the basis of direction received from managers and an assessment of the needs of service users. Work is reviewed for effectiveness upon completion of projects or major phases of projects. Informed guidance is available if required.
5. Summary of Qualifications:

This position requires a Bachelor’s degree in a Computer Science or other relevant discipline and at least 1 years of related experience, including:

- Modern programming languages and frameworks
- Software testing procedures and frameworks
- Secure coding practices and frameworks
- Modern technical architectures and configuration

Equivalent combinations of education and experience may be considered.

- Supporting and maintaining enterprise scale software
- PMP/CSM and/or MCSD/MCSE

Specialized knowledge requirements include:

- Web related coding experience such as C#, ASP.NET, HTML5, and JS.
- Use of Ticketing and Version Control tools like TFS/JIRA and SVN/Git

The following experience would be beneficial:

- CMS technologies, like N2 or Cascade
- LMS technologies, like Moodle or D2L
- Database Systems like SQL Server and Oracle (including LDAP)
- Desktop, Server, and Network architectures and related operating systems
- Backup and imaging technologies and DR/BCP processes
- Microsoft DNS, Active Directory, and Group Policy management
- Ellucian Banner/College and related products
- Business Analytics tools such as Crystal Reports, Tableau and PowerBI
- Application Performance Management Tools and automated Testing suites
- PCI and other Security scanning and compliance tools
- An awareness of Privacy issues as they relate to FIPPA
- ITIL, COBIT, SCRUM frameworks

In addition, this position requires:

- Service Orientation, with excellent interpersonal and communication skills (written and oral
- Ability to successfully contribute to complex projects and meet deadlines
- Ability and desire to continually learn and acquire new skills
- Ability to problem solve effectively
- Ability to write coherent technical documentation for end-users
- Self-motivation, initiative, and willingness to participate in team activities

Employee’s Signature:  
Date:

Manager’s/Supervisor’s Signature  
Date: