Job Information

Job title	**Systems Analyst I**	Job Code: SYSAN1	Pay Grade: L
Title of immediate supervisor	Systems Analyst III- Team Lead		
Department/Division	Corporate Services / IT		
Prepared by	N. Pallan		
Date Created	Aug 17, 2015	Revised date	Jan 2019
Dept Head Signature	Originally signed by Laura Ciarniello	Date	September 18, 2015

Job Purpose

Maintains the day to day operations of enterprise level technology services to support business needs for internal and external clients. Completes all tasks related to day to day operations and projects.

Performs one of the following areas:

Application Support: The Application Support role is to manage and support all aspects of corporate software application systems and all related vendor management and managed services. This includes application interfaces, configuration management, and maintenance management with associated tools for both on-premise and software as a service corporate solutions.

Desktop Support: The Desktop Support role is to manage all aspects of the endpoint environment, including PC's, laptops, thin clients, mobile devices, printers, operating systems, installed applications, and peripheral devices. This includes developing and testing application deployment packages for both virtual and physical systems.

Operations Support: The Operations Support role is to support the stable operation of the computer network and telephony services. Managing servers, databases, virtualization, monitoring, backups and disaster recovery planning, which includes installation, monitoring, maintenance and performance tuning while ensuring high levels of availability.

Duties and Responsibilities

- Installs, configures, and monitors operational status of hardware and/or software.
- Schedules and performs system upgrades and patches following established procedures.
- Performs unit and system testing related to configuration changes and troubleshooting.
- Maintains various types of documentation such as: operational procedures, work order solutions, and software/hardware configuration.
- Troubleshoots incidents and problems as related to functional area of responsibility, collaborate with external vendors and other partnerships where needed to resolve.
- Escalates incidents to Systems Analyst II or Systems Analyst Team Lead as required.
- Participates in new initiatives and new projects in a team environment.
- Performs other related duties as required.

Qualifications

- University degree in the field of Computer Sciences or Information Technology.
- Two years of recent experience in related roles consistent with the area of responsibility as posted.
- ITIL Foundations certification would be an asset.

- An equivalent combination of education and experience may be considered.
- Valid Class 5 BC driver's licence.

Physical Requirements

Sufficient health, strength, and coordination to permit performance of work.

Working Conditions

Works in an office environment. May be required to work nonstandard hours.