Job Information

Job title	**Systems Analyst II**		Job Code: SYSAN2	Pay Grade: O
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

Manages the complete life-cycle of current, new or modified technology systems; from analyzing and testing existing arrangements to implementing new or enhanced systems, to providing end user support. Maintains and enhances the day to day operations of enterprise level technology services to support business needs and to meet operational and organizational goals.

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 as related to functional area of responsibility.
- Recommends, schedules, and performs system upgrades and patches.
- Performs comprehensive unit and system testing, including UAT scripts.
- Produces and maintains various types of documentation such as: technical specifications, operational procedures, software/hardware configuration, reports, and training materials.
- Troubleshoots incidents and problems as related to functional area of responsibility, collaborate with external vendors and other partnerships where needed to resolve.
- Plans for the individual services and is responsible for the performance of (efficiency and effectiveness) their area (such as Applications, Database, Desktop, and/or Network).
- Escalates incidents to Systems Analyst Team Lead as required.
- Participates in new initiatives and new projects, both independently and in a team environment.

- Researches emerging technologies, evaluate and prepare recommendations to support continued development of systems and to improve service delivery to clients.
- Supports partnerships with other agencies and the community and lead initiatives to enrich the District's Information Technology services (e.g.: other municipalities, software vendors, non-profit organizations).
- Performs other related duties as required.

Qualifications
- University Degree in the field of Computer Sciences or Information Technology.
- Four years of recent experience in related roles consistent with the area of responsibility as posted.
- Current industry certifications related to the functional area of support.
- 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.