

Job Information

Job title	Systems Analyst III- Team Lead	Job Code: SYS3TL	Pay Grade: S
Title of immediate supervisor	Manager of IT Business Systems / Operations		
Department/Division	Corporate Services / IT		
Prepared by	N. Pallan		
Date Created	Aug 19, 2015	Revised date	Jan 2019
Dept Head Signature	Originally signed by Laura Ciarniello	Date	September 18, 2015

Job Purpose

Performs highly skilled technical work of a specialized, difficult and elaborate nature as the senior IT technical expert. Executes multifaceted district wide programs and has responsibility to ensure consistently high performance of enterprise level technology services that are critical to the organization. Supervises a team of technical specialists and is directly engaged at all levels in technical solution design; implementation of unique and innovative solutions; problem resolution involving consistently unique, difficult and involved issues involving a wide variety of factors; identification and resolution of systemic problem management issues; integration of process, data and application systems across core systems; coordination and planning for the technical infrastructure.

Leads and supervises Systems Analysts who are responsible for one or more 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

- Coordinates workloads, schedules and plans the activities of team members and organizes these activities with other groups and departments.
- Establishes and maintains procedural and security standards for information systems, and ensures system backup and recovery plans are in place and working.
- Ensures that system malfunctions and performance variances are investigated and resolved in a timely manner including the identification and resolution of systemic technology issues.
- Works to assess requirements, identify and analyze alternatives, calculate costs/benefits, assess risks and develop technology implementation plans.
- Provides quality control for all types of documentation produced in the section.

- Plans for the portfolio of services and is responsible for the performance of (efficiency and effectiveness) their area (such as Application, Desktop, Operations).
- Liaises and coordinates with Provincial and Municipal technical leaders; negotiates with external vendors and suppliers; liaises with consulting professional IT experts; establishes and maintains effective connections with IT community leaders and practitioners.
- Evaluates and reports on the operation of the section and provides input for use with performance appraisals.
- Evaluates proposals, plans and responses related to bids and procurement activities for technology goods and services.
- Designs and develops processes and procedures, as well as install and maintain hardware/software to ensure an efficient and reliable enterprise computing environment.
- Leads new initiatives and new projects, both independently and in a team environment.
- Researches, evaluates, and prepares recommendations regarding emerging technologies to support continued development of systems and to improve service delivery to clients.
- Recommends, schedules, and performs system upgrades and patches.
- Leads and performs comprehensive unit and system testing, including coordinating business user testing across multiple departments concurrently.
- 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, collaborates with external vendors and other partnerships where needed to resolve.
- 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, Information Technology or related discipline.
- Six years of recent experience in related roles consistent with the area of responsibility as posted including two years of recent supervisory experience, preferably in a unionized environment.
- Current industry certifications related to one or more functional areas of support would be an asset.
- 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.