



## SYSTEMS ANALYST I

### PAY GRADE 800/810

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**Position/Title:** Systems Analyst I

**Department/School:** Learning Technologies

**Reports to:** Director, Learning Technologies

**Date:** July 15, 2015

**Incumbent:**

**Supervisor:** Director, Learning Technologies

#### **Function and Purpose of Position:**

The primary responsibilities of this position are to provide service and support to schools and departments in Elk Island Public Schools.

#### **Activity A: Desktop Support and Services**

**80%**

- Provide initial tier 1 support for vital jurisdiction systems and applications
- Proficient/experienced with a variety of computer OS systems, Windows OS, apple/MAC OS and Chrome OS
- PC installation and support, PC hardware support,
- MS Office 2013 Suite, Google Admin and Google Docs,
- Local area networks using Microsoft Server 2008/2012 and the Internet
- Route requests to appropriate staff members
- Prioritize and problem solve
- Return support calls in a timely manner
- Detect potential trends and liaise with other Technology Services members
- Provide accurate and creative solutions that result in end-user satisfaction
- Assist with the day to day functions of the Data Center
- Support the work of staff and students as it relates to Technology Services
- Communicate problems and changes to appropriate staff
- Instruct users on appropriate use of systems
- Troubleshoot hardware, software and connectivity problems with computers, laptops, printers and peripherals
- Incident recording in incident tracking system in accordance with defined processes
- Initial support and classification of support requests

#### **Activity B: Other Duties**

**20%**

- Provide coverage for Technology Services staff related to operation, support, and maintenance
- Perform backup systems maintenance functions in accordance with defined processes
- Assist in the maintenance of equipment bookings log
- Gather and share pertinent information to other department members
- Assist in the development of goals and plans for the Technology Services department
- When required, provide onsite technical support to school sites
- Provide staff training sessions on several division software applications
- Perform other duties as required

## **EDUCATION AND EXPERIENCE**

a) Education:

Post-secondary education in computing science or a related discipline

- Technical Diploma in Computer related area at a recognized institution or equivalent experience.

b) Experience:

- Minimum 1 year
- A combination of education and experience will be considered, for example: a diploma, in a related field, from a technical institution plus years of experience.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Excellent customer service skills and orientation
- Excellent communication skills (verbal and written)
- Ability to multitask and adapt to constant change
- Knowledge and experience in image deployment software (Microsoft SCCM) is an asset
- Good organizational and time management skills
- Knowledge of MS Office 2013 suite including MS Outlook email client is an asset
- Knowledge of Apple/MAC OS, Chrome OS, Google Admin is an asset
- Valid driver's license

## **DECISION MAKING**

- Provide accurate and creative solutions to end user problems
- Good problem solving skills
- Bring forward all tasks and priorities to consult with supervisor
- Make decisions on sequencing of tasks and priorities

## **WORKING WITH OTHERS**

- Ability to resolve conflict
- Ability to carry out duties with minimal supervision
- Working cooperatively with other members of Technology Services and vendors
- Energetic, team-oriented focus

## PHYSICAL DEMANDS

- Some sitting, standing, moving, lifting, walking and bending (or a combination of these movements)
- Concentration required when troubleshooting

## WORKING CONDITIONS

- Working in various areas, schools and facilities.
- Frequent interruptions and multiple competing tasks.
- The scheduled work hours are consistent for this position. Extra hours may be required.

## ADDITIONAL INFORMATION

- Staff member required to sign:
  - Criminal Record Check
  - EIPS Network User Agreement
  - Non-disclosure letter
  - Staff must agree to respect the confidentiality and personal integrity of students, parents, teachers and other staff
- Must provide vehicle when required to travel to school sites
  - (mileage paid by Elk Island Public Schools)