

## Job Description

(For Positions in UNIFOR Local 5555, Unit 1)

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

JD #:	<b>JD00773</b>	Pay Grade:	<b>10</b>
JD Title:	<b>Information Technology Analyst</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>IT</b>		

### General Description

Responsible for investigating moderate and complex information technology problems by confirming the validity of the problem and seeking known solutions related to these more complex issues. Designs, implements, and maintains users' applications and acts as an administrator for a variety of networks, programs, and websites.

### Representative Duties & Responsibilities

- Write complex programs using various computing and scripting languages.
- Prepare contingency plans for recovering services and operations after incidents such as power blackouts, water damage, or structural building failures and contribute to the planning and development of disaster recovery scenarios.
- Undertake projects such as performance monitoring and capacity planning to monitor the overall reliability and effectiveness of the computing systems and information processing architecture including storage area networks.
- Diagnose, assess, circumvent, and find remedies for a variety of service incidents that deviate from planned or expected information system behaviour.
- Provide expertise and practical assistance in delivering services that comply with established standards.
- Identify, evaluate, and prioritize problems and complaints to ensure that inquiries are successfully resolved.
- Carry out investigative work on a variety of requirements, information flow, and processes.
- Elicit additional information from users to accurately diagnose problems.
- Implement non-standard solutions and work-arounds.
- Evaluate hardware, software, and transmission service alternatives as business requirements change.
- Localize and rectify faults in network connectivity and applications and respond to non-routine user problems.
- Analyze, examine, and validate processes.
- Interpret technical and procedure manuals for non-technical users.
- Debug computer program code.
- Develop and modify interfaces for existing applications and systems while maintaining the integrity of data and processes.
- Design and build department and program websites.
- Test functionality of websites in various browsers for quality assurance.
- Provide technical advice on network and system applications.
- Provide advice to users regarding security, equipment configuration, and selection of programming language and provide advice to customers on alternative and recommended approaches to computing systems solutions.
- Program small modules of larger departmental applications according to detailed specifications.
- Design basic record and report formats.
- Develop web applications and pages.
- Plan and coordinate system and software installations.
- Prepare programming documentation in accordance with prescribed standards.
- Make decisions within established guidelines regarding the application of computing devices or programs to meet set requirements or make decisions regarding solutions to defined problems.
- Work autonomously in accordance with general instructions as to methods and procedures.
- Install and repair various hardware, software, and computer peripherals.
- Support and troubleshoot user problems to determine if the problem is hardware, software, or procedural.
- Act as a technical resource and troubleshoot routine and moderately complex information technology problems within an area of expertise.

## Representative Duties & Responsibilities

- Escalate problems to the appropriate resource and follow-up to ensure the problem has been resolved.
  - Provide users with routine information such as system updates, errors, and features.
  - Elicit additional information from clients and colleagues to diagnose issues.
  - Interact with others to facilitate and promote the effective use of information technology.
  - Evaluate requests for new and changes to existing computer hardware, software, and peripherals and make the appropriate recommendations.
  - Provide information and assistance to others regarding the use of hardware and software.
  - Perform routine technical tasks related to the maintenance and administration of a workgroup or department including, but not limited to, assigning passwords, purging print queues, enabling and disabling accounts, and monitoring scheduled backups.
  - Update and maintain a complete inventory of computer hardware, software, and peripherals.
  - Plan, schedule, and monitor own work within short time horizons.
  - Organize individual time, work and resources to accomplish objectives in the most effective and efficient way.
  - Maintain records and prepare documentation related to activities including resources such as web pages and databases.
  - Ensure users receive information on systems updates, errors and features.
- Remain current with frequent developments in the field of information technology

## Supervision

- Provide direction to others in how to carry out work tasks.
- Ensure adherence to quality standards and procedures for short-term staff.

## Qualifications

- Bachelor's degree in Computer Science or related field of study.
- Requires 3 years of relevant experience.

## Effort

### Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
  - Intermittent periods of keyboarding to process documents, enter data into databases, and maintain accurate records.
- A typical work day occasionally requires moderate physical effort for activities such as:
  - Lifting and moving heavy or awkward objects such as computer equipment and peripherals.
  - Working in awkward or constrained physical positions or spaces while repairing and installing equipment.
- Elements of high physical effort are not a regular feature of this job.

### Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
  - Collecting routine information, word processing routine documents such as correspondence and reports, and inputting data into spreadsheets.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Providing expertise and practical assistance in delivering services that comply with established standards.
  - Identifying, evaluating, and prioritizing problems and complaints to ensure that inquiries are successfully resolved.
  - Eliciting additional information from users to accurately diagnose problems.
  - Implementing non-standard solutions and work-arounds.
  - Evaluating hardware, software, and transmission service alternatives as business requirements change.
- A typical work day consists of greater than 3.5 hours of high mental effort for activities such as:
  - Diagnosing, assessing, circumventing, and finding remedies for a variety of service incidents that deviate from planned or expected information system behaviour.
  - Carrying out investigative work on a variety of requirements, information flow, and processes.
  - Developing and modifying interfaces for existing applications and systems while maintaining the integrity of data and processes.
  - Designing and building department and program websites.

## **Working Conditions**

---

### **Physical Environment:**

- Occasionally exposed to dust and dirt when assembling, disassembling, repairing, and installing equipment.
- Occasionally required to work in confined spaces when installing and repairing equipment.
- Occasionally exposed to loud or irritating noises from servers and cooling units.

### **Psychological Environment:**

- Occasionally interacts with individuals who may be rude or upset.
- Frequently handles competing requests from multiple sources.

### **Health & Safety:**

- Risk to the incumbent is no higher than for the general population.