

Class No.:	Staff
Original Date:	June 2024
Revision Date:	February 2026
Pay Group:	28

CLASS SPECIFICATION

INTEGRATION ANALYST

NATURE AND SCOPE OF WORK

Reporting to the Manager, Interoperability/Web Services, Digital Technology Services (DTS), the Integration Analyst is responsible for the design, implementation, maintenance, and security of the web Content Management System (CMS) and integration platform established at the university. The incumbent in this position is primarily responsible for the analysis, design, development, and implementation of the integrations via an integration platform ensuring that data integrity and standards are maintained and that there is seamless data flow across different systems within the university digital ecosystem.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Develop and implement data policies, standards, and data access models.
- Perform data gathering requirements in collaboration with the university community and DTS team members.
- Document data requirements, data workflows, data specification, data mapping, data collection and administration methods, data access rules and data security.
- Design, update, integrate, implement, and test data models and database management systems.
- Administer and maintain the integration and web platforms to ensure smooth data flow between different systems and applications. This would include operating systems, web hosting platforms, CMS platforms, as well as the integration engine.
- Proactively monitor integration performance, troubleshoot issues, and implement solutions to optimize efficiency.
- Configure and develop integrations that meet specific university requirements and data mapping needs while maintaining data integrity and standards.
- Provide backend administrations support to the university's CMS platforms, including installation, configuration, customization, and upgrades, ensuring optimal performance, scalability, and security.
- Perform activities following DTS processes, standards, and tools.

- Develop scalable, efficient, and robust data integration solutions using industry best practices and standards.
- Perform integration testing activities including developing use cases, test scripts and recording test results.
- Provide 2-tier support for bugs and issues reported by the university community on integration related issues and requests.
- Develop and deliver basic training material through various modalities for university community and DTS team members to promote best practices in web and data management, and data security.
- Maintain comprehensive documentation of integration configurations, processes, and workflows.
- Generate reports and metrics to track the performance and effectiveness of data integration initiatives.
- Collaborate with cross-functional DTS team members in providing integration support, including ensuring that back ups and recovery plans are in place for integrations and CMS.
- Plan and perform downtime required for regular integration and CMS maintenance.
- Stay informed about emerging trends, technologies, and best practices in data management, integration, and web solutions.
- Proactively identify opportunities to enhance web, data processes, tools, and infrastructure to support the evolving needs of the institution.
- Identify potential risks and vulnerabilities in the integrations and CMS, and collaborate with the DTS cybersecurity team to implement security measures ensuring that integrations are well protected against unauthorized access, malware, and other security threats.
- Maintain comprehensive documentation of CMS and server configurations, workflows, and procedures for internal reference and training purposes.
- Working with DTS teams ensure that appropriate change and release management procedures are followed based on ITIL framework, SDLC methodologies, and DTS standard procedures.
- Proactively engages with faculty, staff, academic and student community to ensure that these groups are well supported in their digital requirements.
- Use DTS project lifecycle, processes, and tools to organize and deliver digital solutions for business systems.
- Performs other duties related to the requirements and qualifications of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Experience in design, implementation, and management of data integration architecture using enterprise architecture frameworks such as TOGAF, Zachman.

- Experience and knowledge in programming languages such as Java, C#, Python; Web services (REST, SOAP), messaging protocols and integration technologies such as API gateways.
- Experience in using data integration, ETL (Extract, Transform, Load) processes, and integration engine administration.
- Experience and knowledge of using integration tools and platforms such as MuleSoft, BizTalk, or similar.
- Experience in developing data workflows, data maps, data models.
- Knowledge of database administration of Oracle, MySQL and Microsoft SQL Server databases.
- Knowledge of security best practices as it relates to web, data integration, data integrity, data access models.
- Experience in web systems administration, including server-level services, content management systems (CMS), and scripting languages.
- Knowledge of Unix/Linux and Microsoft Windows operating systems.
- Understands web context to exercise initiative and judgement regarding action required.
- Experience in data gathering and documenting requirements from end-users.
- Experience in identifying issues, analyzing complex problems, evaluating alternative solutions, and developing practical creative solutions.
- Experience in developing use cases and test scripts.
- Experience in conducting integration testing and documenting test results for evaluation.
- Experience in developing and delivering basic end user training using different training modalities.
- Experience in developing high quality, clear, concise documentation required for implementation and support of integration, web systems, and business systems.
- Ability to exercise tact, diplomacy, discretion, and sensitivity when dealing with university community members.
- Knowledge of facilitating conversations between staff and administration with technical DTS and vendor team members.
- Experience and knowledge in collaborating and working in cross-functional teams, including staff, administrator, faculty, students, project manager, DTS members, vendors, and other teams required to deliver a digital solution to the community.
- Understands business context to exercise initiative and judgement regarding action required.
- Able to prioritize work requests, maintain attention to detail, and apply organization skills to meet deadlines.

- Understands and follows complex verbal and written instructions, and communicates information effectively, both verbally and in writing, using different modalities.
- Adapts to changing situations, anticipates needs, and can reprioritize tasks efficiently.

REQUIRED TRAINING AND EXPERIENCE

- 5 years of relevant professional experience working in system integration development, with 1 years in a public institution.
- 2 years experience with gathering data requirements, data modelling and mapping, system integration, SDLC, project management and change management methodologies.
- Experience and knowledge in programming languages such as Java, C#, Python; Web services (REST, SOAP), messaging protocols and integration technologies such as API gateways.
- Experience in CMS administration and scripting languages: WordPress, Terminalfour, Sharepoint, PHP, Python.
- Knowledge of web services platforms: MS Server, Unix/Linux, Tomcat, Apache, IIS.
- Experience and knowledge of ITIL framework and ITSM best practices, tools, and techniques; ITIL certification is an asset.
- Experience in developing high quality documentation required to support digital solutions.
- A bachelor's degree in any subject area.
- Certification in a relevant area such as TOGAF, MuleSoft Certified Integration Architect, or cloud platforms such as AWS certified solutions architect
- Experience in effectively communicating information to different levels within an organization.