

Class No.:	
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CLASS SPECIFICATION

SYSTEMS ANALYST - STUDENT AND ACADEMIC SYSTEMS (SAS)

NATURE AND SCOPE OF WORK

Reporting to the Manager, Student and Academic Systems, Digital Technology Services (DTS), the Systems Analyst will provide technical work in support of systems planning, analysis, design, development, administration, and support work required to maintain student and academic systems implemented at the university. The incumbent in this position is primarily responsible for planning, analysis, design, and development of custom solutions that are identified as mandatory in supporting the university community. Supporting project and change management activities, coordination of testing, communications and documentation relating to student and academic systems. The role will work closely with project managers and Manager, Student and Academic Systems and Manager, Faculty Services Support to assess user requirements, evaluate alternatives to proposed system designs and ensure quality standards are maintained in the development, testing and implementation of changes relating to student and academic systems.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Collaborate with student and academic users of the university community to gather requirements, perform analysis of system requirements, work processes, and system capabilities to identify and lead the design of innovative solutions that meet the needs of the university community.
- Based on analysis and when required working with vendors design functionality and custom solutions that are identified as mandatory for the university community.
- Proactively analyse existing business processes and identify areas for improvement or automation through process modeling techniques.

- Perform system upgrades including analysis, implementation plans, change management and release management. These activities are to be coordinated with the university community, DTS teams, and vendors to ensure smooth deployment, testing, and user training.
- Plan, design and systems test solutions ensuring that quality standards are applied, and that the solution meets the user requirements.
- Develop use-cases, and test scripts to validate system functionality, performance, security, and compliance.
- Develop test plans identifying use cases and test scripts required to validate system functionality, performance, security, and compliance.
- Document system requirements, design specifications, test cases, test scripts and user training documentation for business systems.
- Create communication content, training material and delivery for end-users supporting implementations of solutions.
- Proactively perform daily system administration tasks including monitoring system performance.
- Researches, identifies, and maintains system enhancements, to improve technical efficiency and effectiveness.
- Administers security roles and permissions, including management of user access and grouping of users in alignment with DTS role-based access models.
- Provide tier-2 technical support as required for business systems to resolve bugs reported by the university community. Seeking to optimize system performance and minimize downtime.
- Provides system analysis, administration, and technical support to business systems.
- Collaborate with cross-functional DTS team members in providing student and academic systems support, including ensuring that back ups and recovery plans are in place for student and academic systems.
- Identify potential risks and vulnerabilities in the business systems and collaborate with the DTS cybersecurity team to implement security measures ensuring that student and academic systems are well protected against unauthorized access, malware, and other security threats.
- Provide input for integration development ensuring data integrity and standards are maintained.
- Stay abreast of industry trends, technological advancements, and best practices in higher education systems and recommend continuous improvements to systems and processes.
- Collaborate with the university community and DTS teams to understand the needs, priorities, and challenges, fostering productive partnerships and alignment of technology solutions with university goals.

- 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 and knowledge of working with business analysis frameworks, change management methodologies such as ADKAR; and project management principles and methodologies such as PMI – traditional and PMI – Agile; and system development lifecycle (SDLC) methodologies.
- Knowledge of large-scale student and academic systems and delivery platforms, including various curriculum management systems, customer relationship management systems, learning management systems, student information systems, and integrated library systems.
- Thorough knowledge and experience of programming languages – ASP.NET, Java, C#.
- Considerable knowledge and experience of HTML, XML and XSLT mark-up and best practices.
- Knowledge and experience of database queries: Oracle, MySQL and Microsoft SQL Server.
- Proficiency with Unix/Linux and Microsoft Windows operating systems.
- Knowledge of web services for application interface hosting.
- Knowledge and experience of gathering and documenting end user requirements.
- Experience in identifying issues, analyzing complex problems, evaluating alternative solutions, and developing practical creative solutions.
- Experience in developing entity relationship diagrams (ERD).
- Experience in developing use cases, test plans and test scripts.
- Experience in conducting system testing and documenting test results for evaluation.
- Experience in developing and delivering end user training using different training modalities.
- Experience in developing high quality, clear, concise documentation required for implementation and support of business systems.

- Ability to exercise tact, diplomacy, discretion, and sensitivity when dealing with university community members.
- Experience in 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

- 7+ years of relevant professional experience, with 2 years in a public institution.
- 3+ years of experience with gathering requirements, systems analysis, SDLC, project management and change management methodologies.
- Experience with gathering requirements, systems analysis, SDLC, project management and change management methodologies.
- Experience in working with one or more student and academic systems such as curriculum management systems, customer relationship management systems, learning management systems, student information systems, and integrated library systems.
- 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.
- Experience in effectively communicating information to different levels within an organization.