

Class No.:	
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CLASS SPECIFICATION

TECHNICAL ANALYST

NATURE AND SCOPE OF WORK

Reporting to the Manager, Infrastructure, Digital Technology Services (DTS), the Technical Analyst will provide technical work in support of technical planning, analysis, design, development, administration, and support work required to maintain the data center, servers and storage of technical services implemented at the university. The incumbent in this position is primarily responsible for analysis, design, and development of technical and data center solutions, including servers and storage required by the university community. This position will be engaged in supporting projects and change management activities, coordination of testing, communications and documentation relating to data centers.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Collaborate with the university community to gather requirements and perform analysis of data centre, servers, storage requirements, work processes, and infrastructure capabilities to identify solutions that meet the needs of the university community.
- Based on analysis and when required working with vendors to design solutions relating to physical/virtual servers and storage.
- Perform server configuration, installations and testing of solutions ensuring that quality standards are applied, and that the solution meets requirements.
- Perform server upgrades and patching 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.

- Proactively works with DTS teams to transition from legacy systems to modern day server/storage solutions.
- Support data center work required to transition on-premises technologies to cloud-based as per the digital roadmap.
- Plan, design and test solutions ensuring that quality standards are applied, and that the technical solutions meets requirements.
- Develop use-cases, and test scripts to validate performance, security, and compliance.
- Contribute to a standard knowledge management system that can be leveraged by the DTS department.
- Document data centre, server, and storage requirements, contribute to the design of architecture diagrams and maps, test cases and test scripts.
- Proactively perform daily data centre, server, and storage administration tasks including monitoring performance and load balancing.
- Regularly review and update documentation relating to data centre, server, and storage ensuring processes, standards and procedures are maintained.
- Provide Tier 2 level support to data centre, server, and storage to resolve issues reported by the university community. Seeking to optimize system performance and minimize downtime.
- Proactively monitor data centre, server, and storage.
- Perform server provisioning and decommissioning on physical and virtual environments.
- Maintain Exchange servers including Active Directory, server accounts, groups, and related objects.
- Maintain digital certificates throughout the digital ecosystem and ensure certificates are renewed and installed prior to expiry.
- Proactively monitor and maintain backups and perform restores as required.
- Support disaster recovery and back up processes.
- Assist in supporting server outages that may occur across all campuses.
- Collaborate with cross-functional DTS team members in providing data centre, server, and storage support.
- Identify potential risks and vulnerabilities in the data centre, server, and storage solutions and collaborate with the DTS cybersecurity team to implement security measures ensuring that technical solutions are well protected against unauthorized access, malware, and other security threats.
- 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.
- Performs other duties related to the requirements and qualifications of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Experience and knowledge of working with ITSM processes and ITIL framework, 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.
- Experience working with data centers, physical and virtual servers, exchange servers and storage solutions.
- Understanding of how to develop architecture diagrams.
- Experience with DNS, DHCP and TCP/IP networking management, concepts, and techniques.
- Experience and knowledge of VMware.
- Experience and knowledge of operating systems such as Microsoft Server.
- Experience and knowledge of Microsoft Exchange and Active Directory/EntraID.
- Experience and knowledge of Microsoft DNS.
- Experience and knowledge of Windows or Linux servers.
- Proficiency in infrastructure automation tools and technologies (e.g., Terraform, Ansible, Jenkins).
- Experience with virtualized server management and operations.
- Experience with Microsoft PowerShell.
- Understanding of cloud strategies and how to transition from on premise to cloud architecture.
- Experience in identifying issues, analyzing complex problems, evaluating alternative solutions, and developing practical creative solutions using Infrastructure.
- Experience in developing use cases and test documentation.
- Experience in conducting system testing and documenting test results for evaluation for infrastructure.

- Experience in writing standard communications for a university community audience using email.
- Experience in developing high quality, clear, concise documentation required for implementation and support.
- Ability to exercise tact, diplomacy, discretion, and sensitivity when dealing with university community members.
- Understanding 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 in infrastructure solutions, including 2 years of experience with data centers, servers, storage and certificate management.
- 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, or progressive professional experience and a certification in one or more of the following, Microsoft MCSA (Windows server related) VMware VCP-Cloud or VCP-DCV.
- Experience in effectively communicating information to different levels within an organization.