

Job Description/Specification

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| Identification | J0311 | TFEU/BCTF Joint Salary Committee Decisions |
| JOB/POSITION TITLE: | Systems Analyst/ Programmer | FORMER TITLE/DEPT: N/A |
| DIVISION/DEPARTMENT: | FAS/Information Technology Department | PAY GRADE: 6 |
| SUPERVISOR'S TITLE: | Manager, IT | DATE APPROVED: November 26, 2021 |

Function and purpose (a)

The Systems Analyst/Programmer's role is to assist the BCTF in operating more efficiently and effectively through the design and implementation of information technology systems.

The role of the Systems Analyst/Programmer is to identify, define, develop, implement, test, analyze, and maintain new and existing software applications and databases to ensure these solutions support or continue to support the organization's core functions and BCTF's strategic direction; provide decision support, business analysis, and technical management for departments and divisions within the BCTF and various external groups; and provide input to the planning and implementation of policies and procedures related to these applications that are consistent with organizational goals, industry best practices, and regulatory requirements.

Principal duties and responsibilities (a)

1. Business analysis

- Consult with management and end users to determine the needs of the system.
- Evaluate business processes, anticipate requirements, identify areas for improvement, and develop and implement solutions.
- Collaborate with end users to define and document requirements, complete business analysis tasks and activities that better ensure staff can effectively use available supported technologies.
- Develop system design proposals, business designs, workflows, database designs, models, and requirements specifications. Create systems models, specifications, diagrams, and charts as appropriate.
- Liaise with internal and external teams/vendors on data migration and system interface activities to ensure dependencies are understood, addressed, and requirements are correctly communicated and recorded.
- Complete tasks, as assigned, in project plans for larger initiatives or as defined in status reporting for smaller enhancements or fixes; track progress to plan and otherwise exercise

sound project management practices in accordance with established organizational and departmental practices.

2. Application support

- Provide software application support, validate, and resolve application issues.
- Perform analysis on software application functionality and suggest improvements.
- Ensure effective front-end and back-end functionality of applications.
- Consult with the IT team, end users, and external vendors to improve application performance.
- Working with the IT team and alone, design, develop, and implement new and modified applications and workflows. Assist with testing, including creation of test documentation such as test plans, test scenarios/scripts and test reports to ensure that the business requirements are met. Assist end users with user acceptance testing.
- Manage code migration across environments to ensure continued and synchronized functionality.
- Respond to problems escalated by the Help Desk team in a timely manner. Establish the root causes of application errors and escalate to the vendor.
- Keep a record of configuration changes and schedule application updates.
- Provide ongoing clarification and support to the user experience, development, training, and testing teams to ensure correct interpretation of the business requirements and process design and to contribute to their success.
- In collaboration with the Systems Administrator, perform implementation, maintenance, and upgrade of systems on existing and new servers.

3. Decision support

- Support decision making by designing and developing business intelligence/visualizations tools to communicate trends and data patterns to present to internal and external audiences.
- Design, lead, and participate in development of reports by applying knowledge in database design and software programming.
- Design and develop organization wide data analysis and reporting solutions.
- Review and analyze data from multiple internal and external sources.
- Communicate analysis results and make recommendations to management and end users.

4. Other related tasks as assigned by the Manager, IT.

JOB REQUIREMENTS

This section sets out the minimum requirements in the areas of EXPERIENCE, EDUCATION, TRAINING, CERTIFICATES AND PHYSICAL DEMANDS necessary to perform the job.

Experience (b)

More than five (5) years of directly related IT experience that demonstrates the following:

- strong business analytical skills.
- exceptional analytical, conceptual thinking, and problem-solving skills
- project management or technical lead experience
- proficiency in modern script and coding languages
- demonstrated understanding of data analysis, data management, and database design
- proven experience with Microsoft SQL Server, SQL, and T-SQL
- excellent written and oral communication skills
- excellent listening and interpersonal skills
- ability to conduct research into systems issues and products as required
- ability to communicate ideas in both technical and user-friendly language
- ability to collaborate and lead planning with team members and end users
- highly self-motivated and directed
- keen attention to detail
- ability to effectively prioritize and execute tasks in a high-pressure environment
- ability to work independently or as a member of a team
- strong customer service orientation
- experience working in a team-oriented, collaborative environment.

Education and training (c)

College diploma in the field of computer science, information systems, or software engineering; or 10 years of equivalent work experience.

Licences and certificates (c)

Certification or designations appropriate to the role and the technologies planned or implemented by the organization.

JOB CHARACTERISTICS

This section is a key component of the Salary Determination process. This section also forms part of the job description and describes some of the conditions under which the work is performed.

Contacts and relationships (d)

Contacts and relationships with all BCTF staff and members, including executive and advisory committee members, management, directors, and supervisors. Role requires a high degree of tact and discretion to gather information necessary for tasks, such as, requirements gathering and problem resolution where results may be used to recommend system changes or problem resolutions with any or all of the levels identified. Information is routinely of a complex and technical nature that must often be conveyed in layperson's terms.

Contacts with Provincial Specialist Associations, local presidents, school districts, payroll departments and local offices; contacts with external parties as required by job duties.

Contacts with technical support departments of software and hardware vendors to obtain technical information and resolve problems are an integral part of the job.

Positions supervised (e)

None.

Physical and/or mental effort (f)

Subject to frequent pressure to resolve problems requiring immediate action, working to deadlines, responding to end-user issues, and juggling multiple priorities.

Working conditions (g)

Significant periods of time spent using a computer or a variety of computers, exposure to glare from computer monitors, neck and/or backache from sitting, and concentrating on computer screen images for long periods of time.