YUKON UNIVERSITY
POSITION DESCRIPTION

PART I - IDENTIFYING DATA

Position No: YC1020   **Headquarters:** Ayamdigut
Position Title: Systems Analyst II   **Supervisor's Name:** Jared Hougen
Incumbent: **Supervisor's Title:** Director, IT & Chief Information Officer
Division: ITLC   **Date Description Completed:** September 20, 2017
                                           Revised: October 2023

PART II - SUMMARY (broad statement of why position exists)

Reporting to the Director, IT Services, this position is responsible for all aspects of the software maintenance and development lifecycle in support of the University's ERP system.

A.   Duties and Responsibilities

1.   Major function - the single most important activity or responsibility required (describe what is done, why it is done, and how it is done):

A) Perform technical support and development tasks by:
- Planning, analyzing, coordinating, support and maintenance of the ERP systems
- Performing expert-level troubleshooting and resolution of database and enterprise application infrastructure problems
- Participating in projects to design, test and implement ERP/systems and applications
- Assisting in planning of service requests, implementation steps, corrective actions, upgrade recommendations and optimization steps for Oracle and ERP technologies and products
- Participating in the design, development, and maintenance of third-party systems
- Responsible for coordinating application system upgrades, configuration of new software releases, and migration to new systems
- Scripts and/or automates common repeatable tasks across the spectrum of supported products and technologies

Approximate percentage of job time function is performed: 80%

2.   Other Principal Activities, in order of importance (describing for each what, why, and how, and approximate percentage of job time required, rounded off to nearest 5%)
- Investigating and reporting on feasibility of new technology
- Designing and developing plans to enhance or update the database and enterprise application infrastructure
- Monitoring and maintaining the ERP and application security
- Suggesting improvements to existing procedures to minimize downtime and ensure reliable performance of ERP system and applications
- Participating as a team member in the development of and periodic revision of the 5-year IT Roadmap

Approximate percentage of job time function is performed: 15%

3.   Other duties as assigned by Manager.
- Special projects, Administrative Functions
- Other related duties

Approximate percentage of job time function is performed: 5%

4. **Approximately how long will it take for a <u>fully qualified</u> employee from outside the work unit to reach the <u>full working level</u> of the position:**
   - One year

B. **<u>Problem-solving and decision-making</u>**

1. a) **List any Acts, Regulations, and/or Policies/Procedures with which the incumbent must be *fully familiar* in order to perform the position's functions:**
   - General knowledge of University policies and procedures.
   - General knowledge of copyright laws as they affect computer installations

   b) **Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.**
   - Interprets and ensures adherence to University policies and procedures and software copyright laws.

2. a) **Describe the kinds of recommendations the incumbent is <u>regularly</u> required to make and to whom:**
   - ERP and database design recommendations
   - Physical data storage and performance issues
   - Application security considerations and changes
   - Automation opportunities
   - Short term and long term solutions to operational systems problems
   - Schedules and standard operating procedures for such things as updating applications, backups, archiving, etc.
   - Projects and the requirement for consultants
   - Procedures for protecting data and for recovering from errors

   b) **Who normally makes the final decisions with respect to those recommendations?**
   - Manager IT Services

3. a) **Describe the kinds of <u>final</u> decisions <u>regularly</u> made for which the incumbent is held accountable.**
   - Resolution of data / information conflicts that arise
   - Technical solutions to problems
   - The requirement to seek a patch from vendors
   - Methods for responding to and prioritizing user requests, which vary in nature and complexity
   - Use of new software patches
   - Changes to existing procedures to accommodate new patches and updates, or to streamline the procedures
   - Changes to the physical design of the database
   - Day-to-day organization of work and priorities
   - Thoroughness of software analyses and advice to management concerning same

   b) **What is the direct impact of those decisions?**
   - Incorrect decisions could result in service disruptions and/or the requirement for costly fixes for faculty, staff and students.
   - Students and staff may not be able to access the technology needed to do their course or work. Full classes may not be able to run.

C. **Freedom to Act**

1. **Describe the way in which this position receives direction:**
   The incumbent sets day-to-day priorities, with regular input from IT Services team and input from Manager IT Services.

2. **What legislation, regulations, procedures, or established practices guide, constrain, or limit the activities of this position?**
   See B 1 (a)
   IT Service's department procedures.

3. **How is the work of the position normally checked or evaluated?**
   Feedback from University employees, IT Services team members and other Stakeholders. Periodic checks and feedback, as well as performance evaluations would be done by the Manager.

4. **What types of decisions are normally referred to the supervisor? (Give examples)**
   - Abuses of computer resources, like excess use of storage and illegal downloading.
   - Requests for installation of non-standard software, and hardware
   - The decision to proceed with an incumbent-recommended software version purchase;
   - Conflicts in priorities, or the request for a service not normally provided by the Unit;
   - The decision of whether or not to obtain consultant services;
   - Purchasing requirements.

D. **Financial Accountability**

1. **Program dimensions:** N/A

   a) **Annual Budget (for unit under the direct control of the position):**

Fiscal year:	
Annual Payroll:	$
O&M Budget (excluding payroll):	$
Capital Budget (excluding payroll):	$
Revenues:	$
Recoveries:	$

   Who prepares this budget?

   What is this position's accountability for budget once allotted?

   b) **Does position have authority/ability to reallocate resources?**

   c) **Signing authority levels:**
   None

2. **Other expenditures or revenues influenced by this position and how.**
   None.

E. **Management /Supervision of Human Resources**

___X___ 1. No supervisory duties.

_____ 2. Supervisory duties:
    a) Number of positions supervised directly:
           _____ Permanent
           _____ Aux/Casual

    Number of positions supervised indirectly:
           _____ Permanent
           _____ Aux/Casual

    b) Nature of supervision:(check any of the following supervisory tasks that are to be performed on a regular basis):

a)		Show colleagues how to do tasks
b)		Train other employees in work procedures
c)		Assign work and review for quality/quantity
d)		Establish work priorities and schedules
e)		Change duties and responsibilities
f)		Participate with supervisor in employees' performance evaluations, or formally appraise employees' work performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments
g)		Recommend appointment or rejection upon completion of probationary period
h)		Interview employees with attendance or performance problems
I)		Act as first formal step in the grievance procedure
j)		Interview candidates for vacant positions in the unit
k)		Give opinion to supervisor on selection of new employees, or make final decision on selection of new employees
l)		Other (describe)

F. **Key Personal Contacts**

Who (what positions or groups)	Purpose	Frequency
IT Services team members	advice/direction/assistance	daily
Faculty	complaints/problems/requests	daily
Staff	complaints/problems/requests	daily
Students	complaints/problems/requests	daily
Manager	advice/direction	weekly
Community Campuses	complaints/problems/requests	daily
Suppliers	gain info on products	weekly

G. **Tools, Equipment, or Machinery Used**

Name	Purpose	What percentage of Time?
Computers/laptop	To program systems and modify database	90%
Office equipment e.g.phone	Communication	5%

H. **Working Conditions**

Describe any adverse conditions that are normal and expected in the job.

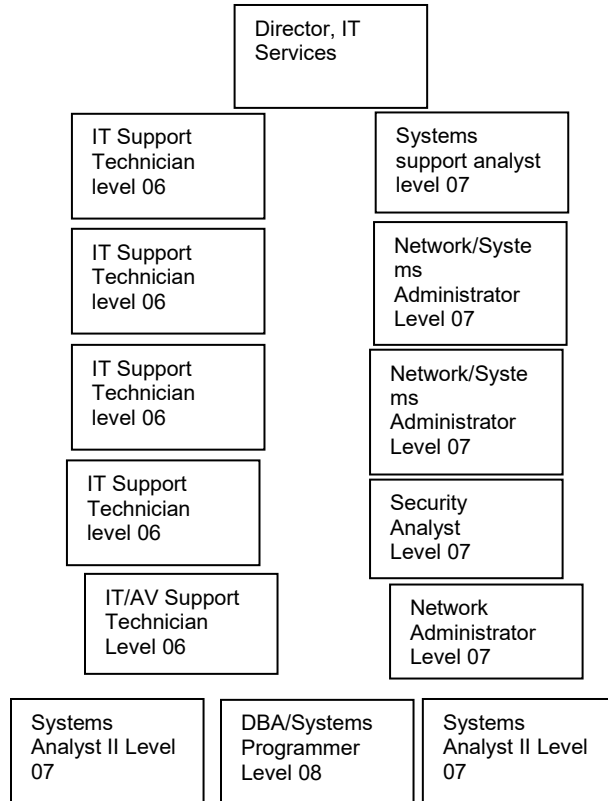**a)** **Describe weights lifted:**

Type	How Heavy	What percentage of the time?
Computer equip	10 to 30 lbs.	less than 5%

b) **What working conditions (sitting, standing, bending, reaching) or types of physical effort (hiking, walking, driving) are required?**

Type	What percentage of the time?
Driving	5%
Lifting, bending, reaching	5%
Sitting	75%
Standing	5%
Walking	5%
Carrying computers	5%

c) **Describe any physical hazards present:**

Type	What percentage of the time?
Awkward location of computer equipment	20%
Electrical radiation from equipment	80%

d) **Describe special physical conditions leading to discomfort:**

Type	What percentage of the time
Driving in adverse conditions:	5%
Limited accommodations & food availability in Communities:	5%

e) **Interpersonal Conditions: Check any of the following conditions which are normal and expected in the job and give examples:**

_____	high level of dissatisfied clients
_____	high level of emotional clients
_____	potential physical abuse from clients
___√___	regular critical deadlines
___√___	high level of irregular critical deadlines
___√___	constant interruptions
___√___	instructions from more than one source
___√___	other – pressure from end users to work on their problems

Examples:
- Constant interruptions when walking through the campus, at workstation, and by phone and email
- Pressure to ensure solutions are implemented in least disruptive manner.
- Pressure from end users to work on their problems on very short notice.
- Incumbent will be called on to assist in emergencies as they arise.

f) **Travel Required:**
a)	average number of trips annually	2 or less
b)	average number of days per trip	5
c)	average distance per trip	800 km
d)	most frequent mode of transportation	motor vehicle

Whenever possible this position will assist community users by telephone, fax, email or remote access software; however occasional trips to the Communities may be required.

I. Organization Chart

- **Complete portion <u>above</u> dashed line whether the position supervises others or not.**
- **Complete portion <u>below</u> dashed line if this position supervises others.**

SUPERVISOR'S POSITION

```
                        ┌──────────────────┐
                        │ Director, IT     │
                        │ Services         │
                        └──────────────────┘
   ┌──────────────────┐           ┌──────────────────┐
   │ IT Support       │           │ Systems          │
   │ Technician       │           │ support analyst  │
   │ level 06         │           │ level 07         │
   └──────────────────┘           └──────────────────┘
   ┌──────────────────┐           ┌──────────────────┐
   │ IT Support       │           │ Network/Syste    │
   │ Technician       │           │ ms               │
   │ level 06         │           │ Administrator    │
   └──────────────────┘           │ Level 07         │
                                  └──────────────────┘
   ┌──────────────────┐           ┌──────────────────┐
   │ IT Support       │           │ Network/Syste    │
   │ Technician       │           │ ms               │
   │ level 06         │           │ Administrator    │
   └──────────────────┘           │ Level 07         │
                                  └──────────────────┘
   ┌──────────────────┐           ┌──────────────────┐
   │ IT Support       │           │ Security         │
   │ Technician       │           │ Analyst          │
   │ level 06         │           │ Level 07         │
   └──────────────────┘           └──────────────────┘
     ┌──────────────────┐         ┌──────────────────┐
     │ IT/AV Support    │         │ Network          │
     │ Technician       │         │ Administrator    │
     │ Level 06         │         │ Level 07         │
     └──────────────────┘         └──────────────────┘
  ┌────────────┐  ┌────────────┐  ┌────────────┐
  │ Systems    │  │ DBA/Systems│  │ Systems    │
  │ Analyst II │  │ Programmer │  │ Analyst II │
  │ Level 07   │  │ Level 08   │  │ Level 07   │
  └────────────┘  └────────────┘  └────────────┘
```

SUBORDINATE POSITIONS: N/A

PART II - SIGNATURES

I confirm that this describes the duties and responsibilities I require of an incumbent in this position and have reviewed the description with the incumbent (where applicable).

I have read the foregoing position description and understand that it is a general description of the duties assigned to the position I occupy.

_____

Dean/Director or Designate

Date: _____

_____

Incumbent (where applicable)

Date: _____

PART III - QUALIFICATIONS
(To be completed by the Director, Human Resources, in conjunction with this position's supervisor)

A. <u>Knowledge and Skills Required</u>

- Extensive knowledge of programming, preferably Oracle PL/SQL, and Unix shell scripting
- Knowledge and experience in UNIX operating systems, software installations, configuration and maintenance procedures
- Knowledge of information systems planning, design, and development, including data modeling methods, and relational database, warehouse, and user interface principles
- Knowledge of distributed databases issues and capabilities
- Knowledge of change management principles, processes, and procedures
- Knowledge of application security considerations
- Excellent organizational skills
- Excellent analytical and problem solving skills
- Excellent interpersonal and communication skills
- Flexibility and adaptability to changing work demands and deadlines
- Knowledge of diverse software applications.
- Ability to perform business analysis to capture user requirements and to develop and lead appropriate technical/procedural solutions
- Ability to function effectively in a team environment.
- Ability to research and determine if a given solution will meet the University requirements
- Ability to work as part of a team including respecting and listening to team members and accepting responsibility
- Ability to maintain confidentiality
- Ability to provide exceptional customer service
- Ability to work effectively within an organization committed to continuous learning

B. <u>Licenses, Certificates Required -</u> Give title and section of any legislation, regulations, or other authority where applicable.
- Diploma and a minimum of 2 years' related experience.
- Pass RCMP security check, for entrance to WCC

C. <u>Other skills and/or knowledge</u> which may be desirable, but not necessarily essential to the performance of the position's duties.

PART IV – UNIVERSITY SIGNOFF

Comments:

I approve this position description as being representative of the work I require to be performed and that the responsibility levels identified have been delegated to this position.

_____   _____
Director, Human Resources   University President

Date: _____   Date: _____

FOR HUMAN RESOURCE SERVICES USE ONLY:

Evaluation Point Results:

Knowledge and Skills:
Accountability:
Mental Demands:
Working Conditions:

Total Points:
Pay Level: