Job Description

Yukon University

Job Title:	Systems Analyst I	Division:	ITLC
Name of Immediate Supervisor:	Jared Hougen	Position Number:	YC1293
Supervisor's Title:	Director, IT and CIO	Effective Date:	

Purpose of the Role

Summarize, in a few sentences, the purpose of the job within the context of the Yukon University. It is not detailed list of how the job is done, or a list of tasks and activities, nor is it a list of duties or responsibilities. It should answer the following questions:

- What is it that the job is intended to achieve?

- What would not get done if the job did not exist?

- What is the contribution that the job makes to Yukon University?

The Systems Analyst I supports the reliability, security, and performance of Yukon University's enterprise applications and related infrastructure. The role ensures that core systems operate efficiently and consistently, enabling students, staff, and faculty to access the tools and information they need. By maintaining application environments, supporting system development, and contributing to technology planning, this position helps sustain the University's operational continuity and long-term IT strategy. Without this role, the stability and functionality of enterprise applications would be significantly impacted, affecting productivity and the University's ability to deliver services effectively.

Key Responsibilities

Indicate the key responsibilities of the job (maximum 5-7). Main duties/responsibilities are used to define the work that needs to be performed in a job on a regular basis (this is not a list of tasks). Indicate important details to provide a broad overview of the role and its responsibilities. Include the impact the job will have on the organizations' results and level and type of interactions the job has both within and outside the organization. Begin your statement using an action verb, if possible.

1. Maintain and support Yukon University's enterprise application environment to ensure stable, reliable, and secure operation for students, staff, and faculty.
2. Install, configure, and optimize enterprise applications and supporting infrastructure, contributing to a high-performing and resilient systems environment.
3. Monitor and enhance system and application performance, applying technical analysis and troubleshooting to minimize downtime and ensure efficient service delivery.
4. Contribute to the development, maintenance, and improvement of application infrastructure, including backup, recovery, cloning strategies, and application security practices.
5. Participate in IT projects and initiatives, providing technical input to system design, testing, implementation, and long-term planning, including updates to the University's IT Roadmap.
6. Investigate new and emerging technologies, providing recommendations that support system enhancement, operational efficiency, and alignment with the University's strategic technology goals.
7. Support University users and IT Services team members, providing technical guidance, resolving application issues, and ensuring user needs are met effectively and professionally.

People Leadership

What type of leadership and/or supervisory responsibility for other employees of the organization does this role have? This includes the nature of and complexity of leadership required in the role. Leadership over a project or thought leadership should be included.

The position has no formal supervisory responsibilities. However, the Systems Analyst I provides informal leadership by showing colleagues how to perform tasks, assisting with training in work procedures, and offering technical guidance to other employees. The role supports a collaborative team environment by sharing expertise, contributing to problem solving, and helping ensure consistent practices within the IT Services team.

JOB ELEMENTS

Decision - Making

Indicate typical decisions made independently and/or those that the job is involved with (less than 5). A decision may consist of a choice of a specific course of action or the choice to recommend course of action to someone else. It may impact resources, policy or program development direction, compliance, service, or program delivery, etc.

Statements should provide indications on the nature of the involvement (recommending, advising or formal sign off).

- Determines technical approaches for resolving system and application issues, applying analysis and professional judgment to restore functionality, improve performance, and address data or configuration conflicts.
- Makes decisions on routine operational priorities, including how to respond to user requests, assess urgency, and organize day-to-day technical work to support reliable service delivery.
- Implements changes to application procedures, patches, and configurations, deciding when to apply updates and how to adjust processes to ensure system stability and performance.
- Recommends enhancements, security considerations, and long-term improvements to the Director, IT and CIO, including decisions related to enterprise application design, data storage, automation opportunities, and application security.
- Determines when vendor patches or external technical support are required, escalating issues appropriately and advising leadership on potential solutions and impacts.

Communication and contacts

Indicate the main interactions (including verbal and written interactions) taking place on a normal and regular basis, with Yukon University's internal or external contacts, partners and/or interest groups. Describe the nature of communication, if possible, using action verbs such as exchange/share, questions and explain, counsel, influence, convince, etc. Given the breadth of situations in which interpersonal skills can be applied, particular attention should be paid to the purpose for interaction, the context and the frequency.

The Systems Analyst I communicates regularly with IT Services team members to exchange technical information, coordinate work, and seek or provide guidance. The role interacts daily with faculty, staff, students, and community campus personnel to respond to complaints, resolve technical problems, and clarify system-related requests. The position consults with the Director, IT and CIO to receive direction, discuss priorities, and provide updates on system performance, project progress, and recommendations for improvements. Communication requires the ability to explain technical issues clearly, provide customer-focused support, and collaborate effectively to ensure that application and system needs across the University are met.

Knowledge and Experience

Indicate the minimum requirements in terms of level of education and specify the field of study related to the level of education. This may differ from the job's incumbents' actual level of education. Describe the level of knowledge and business acumen required to perform the job in an effective manner. Also indicate the minimum required number of years and type of relevant experience required.

- Diploma and a minimum of two years of related experience.

- Working knowledge of enterprise application administration, configuration, and integration in on-premise and cloud environments.
- Familiarity with relational databases and data management concepts, including SQL, data modeling, and backup and recovery practices.
- Basic understanding of scripting or automation tools such as PowerShell, Bash, or low-code platforms.
- Knowledge of web-based user interfaces, modern application frameworks, and information systems design principles, including usability and accessibility standards.
- Understanding of system performance monitoring and optimization in hybrid or cloud environments.
- Strong analytical, problem-solving, and communication skills, including the ability to explain technical concepts to non-technical users.
- Customer-focused interpersonal skills and the ability to work collaboratively in a cross-functional IT team.

WORKING CONDITIONS

Specific Working Conditions & Requirements

Indicate any exceptional or challenging working conditions and/or requirements associated with this position (for example, requirements to respond to clients in opposing time zones, to travel extensively, physical effort, which are an inherent part of the job, etc.).

The position works primarily in an office environment and requires extended periods of sitting at a computer, with occasional standing, walking, bending, or reaching. The role occasionally involves lifting computer equipment weighing between 10 and 30 pounds. The work includes exposure to electrical radiation from computers and monitors and requires sustained concentration to address technical issues and system performance needs. The position also involves managing competing priorities, responding to user requests, and navigating interruptions or pressures from end users seeking timely resolution of their technical problems. Travel is not required.