

**Job Class Profile: Computer System Analyst II****Pay Level: CG-39 Point Band: 882-915**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	5	1	4	6	6	5	3	2	
Points	280	83	6	19	180	130	103	64	21	886

**JOB SUMMARY**

The Computer Systems Analyst II performs advanced technical work in planning, directing and co-ordinating the development of information technology systems and services. Work also includes conducting investigations into problems with existing production systems and the controlling and co-ordinating of maintenance and enhancement projects to existing systems.

**Key and Periodic Activities**

- Performs analysis on information technology support requests.
- Analyzes business processes to design and automate workflows.
- Designs, implements and maintains spatial databases.
- Conducts geospatial analysis.
- Develops and/or deploys documents and tests solutions on existing systems.
- Assists in the development of source code management procedures and guidelines.
- Manages, maintains, upgrades and troubleshoots networking operating systems.
- Tests, analyzes and deploys new technologies.
- Tests the disaster recovery plan.
- Provides end-user training.

**SKILL****Knowledge****General and Specific Knowledge:**

- Knowledge of a specialized technical field which is evolving and requires the employee to keep abreast of trends and developments.

**Formal Education and/or Certification(s):**

- Minimum: 2 - 3 Year Specialized Post-Secondary Diploma in Computer Studies or Information Technology.

**Years of Experience:**

- Minimum: 4-5 years of related job experience.

**Competencies:**

- Ability to use a variety of information technology tools and software.

### Interpersonal Skills

- Interpersonal skills included listening to problems or questions to discern the exact nature of the underlying issues; asking questions to gather information required to resolve complex issues; communicating complex information and providing direction verbally, via emails, or through training sessions on an individual basis or in group sessions.
- Interactions are typically with a variety of individuals within the immediate work area and throughout the organization. Work may also involve contact with outside vendors or suppliers.
- The most significant contacts are employees and peers within the department (works closely with this group on shared projects as well as a valuable source of knowledge and experience); supervisors and/managers to set direction and priorities on projects, discuss project progress, identify issues and discuss strategies for resolution; and clients to discuss their requests, requirements, testing of changes and obtain clarification when required.

## EFFORT

### Physical Effort

- Work demands do not result in considerable fatigue, requiring periods of rest.
- There is an opportunity for occasional standing, walking and driving.
- Fine finger or precision work is a constant requirement as the majority of work is performed sitting at a computer.

### Concentration

- **Visual** concentration is a constant requirement when performing work on a computer.
- **Auditory** concentration is required on a regular basis as employees must listen attentively to information provided by clients and coworkers.
- Work involves complex systems requiring a **high degree of concentration** under regular **time pressures and deadlines** (i.e. development of processes and procedures is often undertaken on a project basis requiring the provision of deliverables on a deadline. Development and implementation of migration plans are governed by schedules and deadlines to minimize the impact on the supporting team and application lifecycle.)
- **Exact results and precision** are regularly required for all support requests. Work requires data extracts and edits which are precise in nature and must be done with precision. (i.e. preparing or testing SQL statements in a mask/support environment. This is demanding because the data in staging is masked and takes extra effort to match to the production data.).

### Complexity

- Highly technical tasks and activities are different but allow the use of similar skills and knowledge.
- Occasionally challenges can be resolved with standardized solutions, however, on a regular basis highly technical challenges are presented and there is limited opportunity for standardized solutions. Typically, challenges are unique and are multi-functional.
- Creative problem definition and analysis is regularly required for the development of complex solutions.

- Ideas for solutions are regularly provided in a team setting.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed and controlled.
- Work is guided by existing processes and procedures. A decision outside the set process requires supervisory/managerial approval.
- Some discretion for minor purchases, software deployment, and configuration changes if there is no conflict with existing procedures and there is no critical business impact based on analysis and assessment of situation.
- Discretion and judgement must be exercised as considerable flexibility is given to conduct research, investigate industry best practice, and perform prototyping in developing new production procedures or augmenting/improving existing procedures.
- Situations often require a high degree of independent discretion and judgement in determining when to take down a computer system considering the impact on the organization.

### Impact

- The work results can vary from within the organization to outside the organization and may include the general public depending on the information technology system.
- Through decisions, advice or recommendations, there can be either a negative or positive impact on processes and systems, finances, equipment and human resources and may have significant impact as a consequence of error depending on the information technology system.
- Policies and procedures exist which provide general controls over work practices.
- Errors in storage, modification, and compilation of source code could have a sequential effect throughout the group and client departments. Errors could have a cascading effect on clients of the relevant departments who depend on the software application. Work includes responsibility for mitigating risk through the development and monitoring of processes, procedures and activities.
- Mistakes in the control of source code could negatively affect and be felt on the operation of, and ability, to modify applications.
- Finances, health and safety could be negatively impacted if the software applications delivering those services were unavailable or negatively impacted.

### Development and Leadership of Others

- Not responsible for supervision of staff, however, often assumes the role of project leader.
- May be required to provide on-the-job advice/guidance, on-the-job training, feedback and orientation, provide technical direction to staff, act as technical mentor, delegate/allocate tasks, lead a team, organize and co-ordinate the work of colleagues/contractors/students, and check and review the work of other colleagues.
- Assumes lead role and oversees deployment schedules, software deployment and timelines, provide technical support for computer support staff.

**WORKING CONDITIONS****Environmental Working Conditions**

- There is no requirement for special precautions or safety equipment.
- May work in an environment where there is regular exposure to glare from computer monitors. Occasionally required to drive to various sites and may be exposed to unusual/distracting noise depending on work accommodations.