

**Job Class Profile: Senior Systems Analyst****Pay Level: CG-42 Point Band: 994-1037**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	7	6	2	5	7	6	6	4	2	
Points	327	100	13	24	210	130	124	86	21	1035

**JOB SUMMARY**

The Senior Systems Analyst is responsible for ensuring that business strategies and needs are translated into effective technical strategies that bring value to the organization, through the implementation and maintenance of large scale developments or enhancement projects.

**Key and Periodic Activities**

- Aligns technical solutions with the organization's strategic business goals by: assessing business requirements for new projects and defining architectural strategies to optimize service delivery; ensuring business/government strategies and requirements are effectively translated into technical strategies; applying design principles for networking technology solutions; providing advice on information system strategy, policy, management, security, and service delivery; assessing and advising on threats to the integrity, security and reliability of government wide network systems; working with directors and management to design and support government technology solutions; collaborating with senior technical personnel and business leaders to understand work flow, business processes, and requirement to match technical solutions; and conduct GAP analyses between current state and future state to create transition plans.
- Researches, designs, develops and integrates system network architecture by: evaluating emerging technologies and their viability; designing and developing network infrastructures using state-of the art technologies, incorporating technology, requirements, and cost estimates; evaluating, implementing, and monitoring systems shared across departments; ensuring sufficient network and security capacity to meet demand for service levels; and collaborating with provincial counterparts, vendors, manufacturers and contractors on technology, services, and business strategies to apply to technology.
- Acts as subject matter expert to support operations and support network personnel through an advisory network architectural role.
- Reviews project proposals/design requests for network and security criteria acceptance, providing direction and clarification to project teams on adherence to standards and best practices.
- Leads and coordinates teams/projects in the development and integration of information, communication, messaging, disaster recovery, and security architecture, hardware, and software.
- Provides leadership, guidance and mentoring to junior resources in defining, implementing, and enforcing standards and ensuring they are inline with departmental priorities.

### Key and Periodic Activities

- Monitors support requests and work orders to ensure that service delivery objectives are met.
- Recommends, defines, and implements architectural designs, and develops and improves processes to ensure maximum uptime and access to 24x7 business critical applications (i.e. email, blackberry services and anti-spam).
- Coordinates availability of team resources to ensure they are available to support the 24x7 critical applications.
- Works with management in determining the scope of required modifications and high level project planning.
- Analyzes system performance and collaborates with other teams to ensure systems are operating at acceptable levels.
- Ensures proper change management processes and procedures are in place and being adhered to.
- Provides input to the annual budgeting process with respect to determining priorities for the next fiscal year.
- Chairs and conducts team meetings to discuss outstanding issues.
- Performs application enhancements.
- Attend change advisory board meetings and follow up on changes that impact applications.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- In-depth knowledge of several technologies (i.e. Microsoft Exchange Email, Blackberry Enterprise Server, Anti-spam products, OpenView), networking (LAN/WAN) and related protocols, firewalls, operating systems, servers, storage, service provider networks, infrastructure design and management, data centre management, structured wiring, application support and development, enterprise management, and business services.

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

- Minimum: 2-3 year specialized post secondary diploma in computer studies.
- Cisco Certified Network Professional, and/or MCSE + Messaging.

#### Years of Experience:

- Minimum: 10 years experience in the IT field.

#### Competencies:

- Strong communication, analytical, multi-tasking and problem solving skills.
- Develops new solutions to problems, determines new processes, methods or directives.

### Interpersonal Skills

- A range of interpersonal skills are used including listening to information from others, asking questions, providing information and direction to others, gaining the cooperation of others to complete work tasks and solve problems, communicating complex information, dealing with upset people due to unsatisfactory service, and providing expert advice and counseling to others.

- Effective listening and collaborating skills are required when communicating with others in order to share factual, technical, or complex and confidential information either verbally or in writing. Provides technical advice to team members; meets with various parties to clearly understand the root problem and to gain clarity into a probable solution.
- Communications occur with employees within the immediate work area, within and outside the department and with external vendors and manufacturers.
- The most significant contacts are with directors and managers within the department for regular communication on key objectives, authorization for approved outages, and day-to-day discussions on operational issues, employees within the department on the day to day activities and clients and vendors to inform, discuss, debate solutions, methods, return on investment, and other business related areas.

## EFFORT

### Physical Effort

- The demands of the job do not result in fatigue requiring periods of rest.
- Regularly required to lift objects up to 10 lbs. (i.e. unpacking or moving/racking infrastructure hardware)
- Constant fine finger/precision work and sitting when using a computer, reading information, using the telephone or in meetings.
- Occasional standing and walking.

### Concentration

- **Visual concentration** is required to perform computer work for extended periods of time, using multiple monitors, creating and reviewing drawings and diagrams, reading/creating reports, online research.
- **Auditory concentration** is required for listening and understanding information given by others, frequent telephone calls and during group discussions to ensure accuracy in details.
- **Higher than normal levels of attentiveness** are required for preparing technical drawings with detailed designs and small print.
- **Time pressures and deadlines** include deadlines associated with system changes, project timelines which must be met, or deadlines for information updates to management. **Interruptions** occur with unexpected outages or system failures, last minute requests for information or solutions, team members seeking advice, management looking for information, telephone calls, etc.
- **Eye/hand coordination** is required for detailed drawings, use of computers and multiple monitors.
- **Exact results and precision** are required in the understanding and application of computer systems and the configuration of networks, when making critical changes to systems that could impact the communication medium in government, compiling public tenders for products or services, and technical drawings or solution configurations.

### Complexity

- Tasks and activities can range from being repetitive and well defined to different but related requiring a range of skills and knowledge.

- Problems may have obvious solutions or a limited number of solutions, or may also require that practical solutions be found. Work involves a high degree of analysis dealing with complex systems with tasks and activities having policy or strategic significance.
- Typical challenges include solving long term and short term infrastructure issues related to operation, technological, client or business issues. This requires coordinating meetings and discussion with various team members and management to ensure efficiency and availability of services to government; keeping network infrastructure operational and scalable for growth/changes requires proactive planning, preventive processes, forward thinking and staying abreast of technology changes and developments.
- When addressing challenges/problems/issues, references include vendors such as Microsoft, RIM, McAfee as well as service providers such as Bell Aliant. Advice and assistance can be sought from managers, coworkers, and documentation previously gathered. Technological manuals are referenced for design or troubleshooting purposes. Legislation can also be referenced (i.e. privacy legislation).

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed or controlled.
- Management relies upon the expertise of incumbents to present understandable, high level designs and implications to make informed and accurate decisions.
- Supervisory approval is not required when assigning tasks to team members and the applications that they will support, prioritizing work, and making emergency decisions that impact business critical applications and services when a manager is unavailable. Decisions may also be made on infrastructure design, type of equipment to be purchased, support contract negotiations, technology/solutions to be deployed, and recommendations on vendor support.
- Supervisory approval is required for infrastructure access for team members (i.e. firewall, server accounts), large expenditures, scheduling of maintenance that will cause extended outages, and the addition of resources to the team.
- Some discretion may be exercised in the public tendering/RFP process within predetermined limits and procedures. Discretion and judgement must be exercised when confidential and/or sensitive information is shared or provided, when information regarding businesses or user activity is exposed on the network which must remain confidential, or when exposed information poses a security risk.

### Impact

- Generally has impact on the immediate work area, the department, outside the department, outside the organization, on clients/public, as well as on equipment, processes, information, material resources, human resources, and corporate image.
- In the event of a mistake or error there is a significant impact within the organization, on clients, other applications, equipment, processes and systems, and finances. Responsible for setting the overall IT direction and therefore the impact of decisions can be significant and long lasting.
- On a daily basis the work performed could impact all employees of the Government of Newfoundland and Labrador as well as the general public depending upon the nature of the applications supported. For example, if incorrect guidance and direction is provided to modify

a SPAM filter, this would impact email flow from the internet and general public. A mistake in design or configuration can lead to a loss in communications and information access, including public views of information technology (i.e. e-services such as motor vehicle registration, government website).

- The time frame associated with the resolution of errors is normally within hours of problem identification.

#### **Development and Leadership of Others**

- Typically responsible for direct and ongoing bargaining unit supervisory activities for a small size work group of employees (1 to 4 employees).
- Provides on the job guidance/direction/advice/feedback, input into performance assessments, on the job training to new employees, acts as a technical mentor, participates in recruitment, delegates work tasks, leads a technical team and checks or reviews the work of colleagues.
- Acts in a project and team leader role by coordinating contract and divisional resources, implementation planning, blackout plans, assigning work, and prioritizing work. A significant portion of work is leading internal discussions, teams, and initiatives. Acts as Subject Matter Expert (SME).

### **WORKING CONDITIONS**

#### **Environmental Working Conditions**

- No safety equipment or special precautions required.
- When working in data centers, incumbents must be conscious of electrical equipment and their surroundings.
- There is no likelihood of cuts, bruises, illness or injury resulting in disability.
- Occasionally required to travel for technical training purposes and conferences.