

# SAINT MARY'S UNIVERSITY

## Position Description

### TITLE: Systems Analyst

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Dept and/or Faculty	Enterprise Information Technology (EIT)
Job Description #:	100355, 100357, 100359, 101242, 101334, 102922
Salary Scale:	NSGEU, Group 10

### Summary of Duties

Under the direction of the Assistant Director, IT Applications, the Systems Analyst is a member of the Application Support Team. The Systems Analyst designs, implements and supports software systems for the University (Banner, Degree Works, StarRez, and others), including the support of Internet-based access to these systems.

The Analysts act as a team responsible for the design, implementation and support of major University applications in an integrated, sustainable environment. As such, the analysts bear responsibility for key software and system components, including:

- Current administrative systems (Banner, StarRez, Degree Works, etc.).
- Custom applications.
- Programming tools and environments (Page Builder, SQL, Java, Groovy/Grails, Visual Studio, Tomcat, Linux, etc.)
- Web-based applications
- Internet/Intranet applications systems
- User support tools (MS-Access, SQL, etc.)
- Oracle: The database engine maintaining University student and business records. Other database engines supported include MS SQL Server.

## **Work Performed**

### **1. Applications Management 25%**

- Develops and recommends (to EIT Management) plans for the implementation of administrative and academic applications, systems, databases and upgrades (software). Works with internal staff and external departments, agencies or vendors to implement.
- Assists management in developing policy and procedure recommendations for administration of and access to applications and University information and databases systems.
- Drafts policy and procedure recommendations to EIT Management.
- Monitors performance of software systems and databases; reports on trends, makes recommendations for improvement; identifies long-term applications issues; identifies immediate (non-routine) problems and takes corrective action as appropriate.

### **2. Technology Support 25%**

- Provides, as assigned, advice and guidance regarding applications and systems design and problem resolution.
- Resolves unusual applications issues; troubleshoots recurrent, complex systems problems not handled by standard methods; recommends changes to systems, processes or procedures to solve difficult problems.
- Keeps abreast of development in the systems and applications area.
- Collaborates with various EIT teams on issue resolution, project delivery and systems integration.
- Supports the Help Desk as required; demonstrates new systems and applications as required.
- Works with EIT and functional areas to develop and implement operational and systems changes.

### **3. Analysis and Design 20%**

- Develops and recommends plans for University applications and information architecture in collaboration with team members; provides for applications integration; drafts and presents these plans to EIT Management.
- Assists in the implementation of these architectures through systems software change.
- Working with functional areas and other EIT teams, designs, develops and implements new applications and/or enhancement to existing applications.
- Performs analyses of current systems in light of available packages; recommends changes to systems and applications resulting from these analyses to EIT Management.

4. Project Leadership 20%

- Will be assigned project leadership responsibility for systems and applications projects.
- Co-ordinates the efforts of other team members who are assigned to the project.
- Develops and recommends a project plan including establishing objectives, budget, staffing and development, under the supervision of EIT management.
- Reports regularly, on assigned projects (oral/written); anticipates problems in the projects, develops alternatives and recommends solutions.

5. Consulting & Research 10%

- Investigates new and emerging applications, programming languages, tools, and development environments. Determines/projects impact on the University and EIT.
- Critiques applications plans, designs and proposals including those from external vendors.

6. Performs other related duties as may be assigned.

### Qualifications Required

- Undergraduate degree in Computer Science, or related discipline.
- Minimum of three years' directly related experience.
- An equivalent combination of education and experience maybe considered.
- Solid knowledge and experience in application development including web-based applications.
- Solid knowledge and experience in SQL.
- Knowledge and experience in one or more of, APIs, Java, Eclipse, Groovy/Grails, PHP, MS .NET, Oracle, Object Oriented programming, JDBC, Git.
- Knowledge and experience with supporting, enhancing of Ellucian software including Banner, Degree Works, and Ethos a definite asset.
- Good interpersonal and communication skills (oral and written).

### Approvals

Incumbent	_____	Supervisor	_____
Date	_____	Date	_____
Dept. Head	_____	People & Culture	_____
Date	_____	Date	_____