

## Systems Analyst

<b>Portfolio:</b>	Technology Services Department
<b>Reports Directly to:</b>	Network Coordinator
<b>Reports Indirectly to:</b>	Chief Financial Officer
<b>Direct Reports:</b>	0
<b>Department/Location:</b>	Technology Services / Good Spirit Education Complex – Yorkton, SK
<b>Salary Range:</b>	Analyst Grid – 5 steps
<b>Last Updated:</b>	June 25, 2020

### Profile

Guided by Good Spirit School Division’s foundational statements, the Systems Analyst is an integral part of the Technology Services Department. The Systems Analyst is responsible for the effective provisioning, installation/configuration, operation, and maintenance of on-premises and cloud-based infrastructure, hardware, and related software.

This position involves strategic thinking and participates in project planning, providing a definition of needs, benefits, technical strategy, research and development within the project lifecycle, technical analysis and design that supports staff in testing, executing, and implementing solutions.

The Systems Analyst assists the Network Coordinator in fulfilling the general and specific aspects of their work and will represent the Division in an ethical, positive, and professional manner. This position works toward four strategic focus and long-term goals: Student & Family; Internal Process; People Capacity and Financial Stewardship.

Without restricting the generality of the overview above, the Systems Analyst shall perform such duties and responsibilities as may be assigned including but not restricted to the following:

### 1. Student Welfare

#### Role Expectations and Quality Indicators:

- RE 1.1 Support safe, positive learning environments for students.
- RE 1.2 Ensure student access to technology is provided with due regard for safety, reasonable access to educational opportunities, and efficiencies of time.
- QI 1.1 Regular actions are taken to ensure systems and infrastructure are maintained and operated in a safe, secure manner, including but not limited to: compliance with licensing, generally accepted security practices and relevant AP’s.

- QI 1.2 Utilizes performance metrics for the purpose of monitoring and evaluating operational performance.
- QI 1.3 Support the technology services department in providing advice and guidance to staff effectively addressing student and parent complaints.
- QI 1.4 Facilitate environments where students feel safe.

## **2. Educational Leadership**

### **Role Expectations and Quality Indicators:**

- RE 2.1 Lead information technology projects to successful completion.
- RE 2.2 Ensure staff members are provided training and development opportunities to support new and existing technologies.
- QI 2.1 Assigned projects are completed on time.
- QI 2.2 Reference documentation is developed for Technology Services Staff to reference.
- QI 2.3 Learning documentation is developed for staff professional development.

## **3. Fiscal Responsibility**

### **Role Expectations and Quality Indicators:**

- RE 3.1 Ensure fiscal responsibility in relation to areas of assigned responsibility.
- RE 3.2 Assist the Network Coordinator with controlling costs related to areas of assigned responsibility
- QI 3.1 Reviews expenditures to ensure continuous improvement in terms of value for money.
- QI 3.2 Provides Network Coordinator with annual risk assessment reports related to areas of responsibility.
- QI 3.3 Ensures tenders for purchasing are conducted in accordance with legislative requirements and Division direction in areas of responsibility.

## **4. Personnel Management**

### **Role Expectations and Quality Indicators:**

- RE 4.1 Quality orientation, staff development, disciplinary, and evaluation processes are followed and effectively implemented in areas of assigned responsibility.
- QI 4.1 Be approachable and model a commitment to high ethical standards and personal and professional growth.
- QI 4.2 Ensure required training and compliance relative to OHS and certification is completed.

- QI 4.3 Ensures effective performance management and progressive discipline processes and procedures are implemented and consistently applied to provide for growth and accountability.
- QI 4.4 Provides Superintendents, Administrators and management staff with assistance and guidance following technical best practices and procedures.
- QI 4.5 Consults with Network Coordinator on all significant issues.

## **5. Policy and Administrative Procedures**

### **Role Expectations and Quality Indicators:**

Role Expectations:

- RE 5.1 Develops and implements relevant Board policy and assigned administrative procedures with integrity in a timely fashion.
- RE 5.2 Understands information technology best practices and how to adapt these processes to the unique needs of the education environment.
- QI 5.1 Ensures section 400 Personnel and Employee Relations administrative procedures are adhered to.
- QI 5.2 Demonstrates a knowledge of and respect for the role of the Network Coordinator in policy and administrative procedure processes.
- QI 5.3 Consults with Technology Services to ensure technology-related administrative procedures are up to date, effective and reflective of best practices, conducive to the education sector and consistent with legislative and contractual requirements.
- QI 5.4 Assists the Network Coordinator with ensuring administrative procedures comply with the intent of Board Policy and are kept current.

## **6. Board Relations**

### **Role Expectations and Quality Indicators:**

- RE 6.1 Establishes and maintains positive, professional working relations with Senior Administration, Admin Council and the Board.
- RE 6.2 Honours and facilitates the implementation of the Network Coordinator and Chief Financial Officer's roles and responsibilities.
- RE 6.3 Provides the information which the Network Coordinator and Chief Financial Officer and Director require to perform their roles.
- QI 6.1 Proposed submissions to Board agendas, via the Network Coordinator, are made in a timely comprehensive manner and in accordance with the prescribed format. Such submissions shall contain balanced, sufficient, concise information and where appropriate, clear recommendations.

- QI 6.2 Keeps the Network Coordinator informed about technology-related matters.
- QI 6.3 Interacts with the Network Coordinator in an open, honest proactive and professional manner.
- QI 6.4 Implements directions with integrity in a timely fashion, in order for the Network Coordinator and Chief Financial Officer to perform their duties in an exemplary fashion.
- QI 6.6 Develops, in consultation with the Network Coordinator, performance metrics in areas of assigned responsibility.
- QI 6.7 Makes recommendations to the Network Coordinator and Chief Financial Officer regarding potential value-added Board involvement.
- QI 6.8 Implements the Network Coordinator directions with integrity in a timely fashion, for the Director of Education to perform their duties in an exemplary fashion.

## **7. Strategic Planning & Reporting**

### **Role Expectations and Quality Indicators:**

- RE 7.1 Develops and implements a comprehensive work plan incorporating best practices that are aligned with the Division's Strategic Plan.
- QI 7.1 Reports to the Network Coordinator at least 2 times annually around work plan goals, challenges, timelines, adjustments, and completion.
- QI 7.2 Achieves the key results identified in the Education Sector Strategic Plan (ESSP) within areas of assigned responsibility.

## **8. Organizational Management**

### **Role Expectations and Quality Indicators:**

- RE 8.1 Promotes a productive organizational culture that contributes to strong employee engagement, values diversity, trust and respect for individuals and their contributions.
- RE 8.2 Demonstrates effective organizational skills resulting in Division compliance with all legal, Ministerial mandates and timelines within areas of assigned responsibility.
- QI 8.1 Ensures compliance with all Ministry of Education and Division mandates (timelines and quality) within areas of assigned responsibility.

## **9. Communications & Employee/Community Relations**

### **Role Expectations and Quality Indicators:**

- RE 9.1 Takes appropriate actions to ensure positive external and internal communications are developed and maintained within areas of assigned responsibility.

- QI 9.1 Represents the Division in a positive, professional manner.
- QI 9.2 Interacts with partner organizations in a productive manner resulting in a positive professional working relationship between the Division and those partners.
- QI 9.3 Consistently demonstrate a commitment to Division values as noted in Policy 1. In addition, consistently model servant leadership and positive ambassadorship.

## **10. Leadership Practices**

### **Role Expectations and Quality Indicators:**

- RE 10.1 Practices leadership in a manner that is viewed positively and has earned the trust and respect of the Technology Services Team.
- RE 10.2 Is a role model and has earned the support of those with whom they work most directly in carrying out assigned duties.
- RE 10.3 Ensures the maintenance, transparency, and access of records in accordance with the Local Authority Freedom on Information and Protection of Privacy legislation including all information (i.e., personnel files excluding payroll, medical files, investigations files, etc.).
- RE 10.4 Performs other duties as may be required or assigned by the Network Coordinator
- QI 10.1 Provides clear directions and effective leadership for area of responsibility.
- QI 10.2 Unites people toward achieving the Board's goals.
- QI 10.3 Demonstrates a high commitment to the needs of employees and success of students.
- QI 10.4 Empowers others and effectively solves problems.

## Qualifications

Preferred qualifications include:

- University Degree in Computer Science or equivalent experience.
- Experience administering Windows servers in an enterprise environment, including SCCM, DPM, Office365 tenancy management and Azure.
- Experience working with virtualized servers.
- Experience with IBM/Lenovo servers (blade and standalone) and storage systems or demonstrated experience with similar non-IBM/Lenovo devices.
- Experience working with hybrid infrastructure.
- Demonstrated analytical skills for problem solving and trouble shooting.
- Demonstrated ability to work independently.

## Knowledge, Skills and Abilities

Bachelor (4-year) degree, with a technical major, such as engineering or computer science, or equivalent experience.

Certifications and/or experience in the following will be considered an asset:

- Microsoft Server (various),
- Unix/Linux system administration,
- VMWare/Hyper-V,
- Cisco Telephony
- Veeam,
- Microsoft DPM
- Microsoft SCCM
- Office365 and Azure
- Networking or Firewalls
- Strong interpersonal skills with a proven ability to build trusting, collaborative work environments.
- Ability to deal with people sensitively and professionally always.
- Ability to lead change and people while building capacity for sustained improvement throughout the Division while ensuring this change aligns with the Division's Strategic Plan.
- Analytical with the ability to recognize areas of concern or opportunity for efficiencies.
- Demonstrated fiscal management skills and understanding of budgeting processes.
- Effective communication skills with the ability to forge positive relations with a variety of educational partners and employee groups.
- On-going commitment to personal professional growth and development.

## Competencies

- Shows commitment to the organizational vision and foundational statements by acting in accordance with organizational expectations.
- Uses knowledge of the organization and business to solve issues and accomplish goals and strategies while complying with policies, procedures, and practices.

