Senior Analyst, Web and Development Solutions

The University of Guelph is committed to equity in its policies, practices, and programs, supports diversity in its teaching, learning and work environments, and ensures that applications for members of underrepresented groups are seriously considered under its employment equity policy. All qualified individuals who would contribute to the further diversification of our University community are encouraged to apply.

Forbes Ranks U of G Among Canada's Top Employers [1]

Professional and Managerial Group

Senior Analyst, Web and Development Solutions

Computing and Communications Services (CCS)

Hiring #: 2016-0225

Please read the Application Instructions [2] before applying

Computing and Communications Services (CCS) is the central IT department on campus, providing IT infrastructure and central technology services to the U of G community. CCS has a progressive organizational culture, including a strong learning and development focus, and is committed to its Core Values: Service Culture, Integrity, Individual Leadership, Teamwork, Agility, and Communication.

Reporting to the Manager, Web & Development Solutions, CCS, the Senior Analyst plays a critical role as a member of the team, delivering CCS’ web and development services, including Drupal CMS-as-a-Service, Drupal Web Hosting, .NET development, AODA website remediation, and campus web project consultation. The successful candidate will draw upon a range of business analysis, agile project management, product management, vendor management, change management, customer service experiences, and a broad technical skill set, to offer day-to-day leadership for Web and Development Solutions’ services.

The Senior Analyst leads by example, demonstrating strengths in non-technical behaviours that model the way for others. A successful candidate possesses past team leadership and is able to foster engagement and collaboration to achieve team goals. The Senior Analyst initiates and develops project plans for Web and Development Solutions and executes on these projects with the team. He/she acts promptly to address operational issues or customer service complaints and models a client-focused team culture, establishing service standards and developing strategies to help the team meet these standards. The successful candidate will be expected to foster open communication both internally and externally, adapting his or her communication style to accommodate team members and clients, while also anticipating reactions and communicating complex issues clearly and empathetically.

Requirements of the position include: a University degree in software engineering or a related field along with up to nine years of experience in service operation and teamwork in a complex environment, or an equivalent combination of education and experience. Demonstrated experience in agile methodologies, vendor negotiations, client satisfaction metrics, ITIL processes, information security, software development life cycle, continuous delivery, unit testing, documentation, web project consulting, and web analytics. Comprehensive knowledge of AODA, WCAG 2.0, and web development and hosting, including technologies like Linux, Apache, HTML, CSS, JavaScript, Git, PHP, MySQL, reverse proxy, DNS, web caching, web application firewall, load balancing, and .NET.

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Position Number  068-057  
Classification  C05**  

Professional/Managerial Salary Bands [3]  

*Tentative evaluation; subject to committee review.  
**The salary range for this position is 15% higher than the salary range indicated on the attached Professional Managerial Salary Bands.  

Posting Date: 2016 06 10  
Closing Date: 2016 07 04  

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Links  
[2] https://www.uoguelph.ca/hr/careers-guelph/how-apply  