Analyst II

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

Analyst II

Finance and Administration, Physical Resources

Hiring #: 2016-0355

Please read the Application Instructions [2] before applying

As one of the largest service units at the University of Guelph, Physical Resources builds, maintains and supports the physical assets of the University, and in doing so, employs a number of diverse and unique Information Technology systems that must be operational around the clock.

Reporting to the Manager, I.T. Services, the Analyst II works as part of a team implementing and advancing IT solutions for Physical Resources; in particular managing department servers; and providing support and guidance in all areas across the IT spectrum, some of which have broad impact throughout the University (e.g. specialty enterprise software systems, networking and telecommunications, statistical and data analysis, web services, enterprise application software, database management, server/client operating systems, hardware, and peripherals), performing project management as appropriate. Specific responsibilities include: providing functional guidance and technical support to Physical Resources employees at all levels, using professional judgement together with University and Departmental guidelines to develop solutions and recommendations, and determining any need for escalation; working with senior Physical Resources administrators, the University’s Computing and Communication Services staff, vendors, suppliers and contractors to integrate IT systems within the Directorate’s IT infrastructure; maintaining and foreseeing enhancement needs with respect to IT applications, systems and services that directly impact the Directorate’s business and maintenance systems and the needs of its staff; and performing other associated duties as assigned.

Requirements of the position include: An undergraduate degree in Computer Science or related field and a minimum of one year current related experience, or an equivalent combination of education and experience. Additional requirements include: demonstrated technical competence in all areas of IT, including a complete range of computer hardware and peripherals, Apple OS X servers with Fibre Channel storage solutions, data archiving, Unix based servers, MAC and Windows PCs, iOS devices, and embedded PLCs; knowledge of networking, telecommunications, database management, firewalls, Windows7, Apple ARD, and MS RDP; expertise troubleshooting in a network environment; excellent organization, analysis, problem solving, listening, communication (oral and written), interpersonal, and customer service skills; and well-developed business process documentation and project management skills. An understanding of large post-secondary IT environments would be an asset, and experience with proprietary systems such as MS C/C#, Archibus and/or Megamation would be beneficial.

Occasional evening or weekend work may be required, some of which must be on-site.
Position Number 836-035
Classification P03*

Professional/Managerial Salary Bands [3]

*Tentative evaluation; subject to committee review.

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