Analyst III, Software Support

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Professional and Managerial Group

Analyst III, Software Support

Computing and Communications Services (CCS)

Temporary full-time from September 2020 to October 2021
Temporary absence of the regular incumbent

Hiring #: 2020-0253

Please read the Application Instructions [1] before applying

Computing and Communications Services (CCS) is the central IT department at the University of Guelph, providing core IT services and technology solutions 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 Senior Manager, PMO and Business Operations, the successful candidate will be integral as a service owner and involved in software support and technical oversight of key institutional systems:

- Software Distribution and Product License Management (Onthehub, Microsoft, Softchoice, Adobe)
- Higher education course evaluation and test scoring systems (in-house developed, SAS, SQL, PHP)

Specific duties include:

- License management and support for many of our applications (Microsoft, Adobe, SAS, etc.), including procurement and departmental charge backs
- Managing Onthehub webstore which includes posting new offerings and 2nd level end user support
- Providing advanced incident, event and problem resolution

The following will set a candidate apart:

- Bachelor’s degree preferably in Computer Science or a related field and 5 years related experience, or an equivalent combination of education and experience
- Extensive knowledge/experience with Academic Software, Adobe and Microsoft Volume Licensing agreements;
- Proven experience with stakeholder and vendor relationships at various levels;
- Understanding of the complexities that are present when working with a large and diverse user base including but not limited to students, staff, faculty, technical and non-technical personnel;
- Experience in a higher education institution with demonstrated leadership and collaboration;
- Working knowledge in HTML and/or MySQL
- Strong ability to work in a collaborative, team environment
- Self-motivated and strong individual leadership
- Excellent communication skills, verbal and written.

This appointment is regularly performed on-campus but will be initially fulfilled remotely (off-campus) until the University resumes its regular operations
At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2020 08 31
Closing Date: 2020 09 15

Keywords: current.opportunity [4]

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