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Professional and Managerial Group

Analyst III
Hospitality Services
Hiring #: 2021-0609

Please read the Application Instructions [1] before applying

As part of the department of Hospitality Services this role will support and enhance technological advancements in many day to day and strategic business activities. The role will be an integral part in developing, creating and contributing to future strategies in support of various business initiatives. In addition, this position will maintain many established stakeholder relationships within the University and contribute to their objectives.

The Analyst III requires advanced technical and communications skills, with a demonstrated ability of applying these to enhance the business goals of Hospitality Services. The Analyst III position exists to provide Information Technology support and guidance across the entire department. This includes the management of over 20 servers in a virtual network infrastructure, Linux Server (command line syntax experience) for Bookstore operations, University Card Systems (CBORD-CS Gold) and various Windows based servers providing critical business solutions. The area of specialization will be in one of the multiple areas within the IT spectrum (e.g. networking/telecommunications, data analysis, enterprise application software, web services, database management, computer operating systems and hardware). In addition, this role will support and manage the Hospitality Services network which includes over 55 Point-of-Sale registers, 40+ external vendor readers, and over 130 Vending readers across campus.

In this role the Analyst III will lead various projects to implement, maintain and advance Information Technology solutions, as well as provide technical support and guidance for Hospitality Services Systems. The Analyst will have daily interactions with unit managers and Campus Computing Services (CCS) staff when required. The Analyst will use their best judgement, taking into consideration established University and departmental guidelines, in determining solutions.

The Analyst III will have a well-developed IT maturity and demonstrated skill set in the above-mentioned areas including an in-depth knowledge of application development and project management experience. They will have several years’ experience in the work force and will participate in, or lead, a variety of services and applications that have a broad reach within and beyond the University.

Requirements of the position include:

- Bachelor’s degree in Computer Science/Information technology and several years of related work experience, or an equivalent combination of education and experience
- Excellent interpersonal and communication skills with ability to work effectively with all University Stakeholders
- Proven ability to assess business needs and translate them into relevant solutions. Deploy, maintain, and upgrade existing systems as required.
- Required languages; HTML5, CSS JavaScript, Oracle SQL
- Experience installing, configuring, documenting, testing, training, and implementing new applications and systems. Application maintenance and application development are critical skills
- Excellent analytical ability and thorough understanding of large-scale information technology applications. Conducting regular reviews of systems and generating reports on efficiencies and improvement areas for
implementing new technologies for Hospitality Services that would increase efficiency, reduce costs, and improve innovation.

- Project management and development experience
- Strong aptitude to successfully participate and lead projects including developing project goals, objectives, and deliverables, determining resource requirements, reviewing progress, and providing status updates to management
- Knowledge of current and emerging trends and related technology
- Strong sense of urgency to provide solutions and brainstorm new ways to implement functionality/features to existing systems in place.

This appointment is regularly performed on-campus but will be initially fulfilled remotely (off-campus) until the University resumes its regular operations.

Position Number         014-316
Classification               P04*

Professional/Managerial Salary Bands [2]

*Tentative evaluation; subject to committee review.

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: 2021 11 17
Closing Date: 2021 12 01 (extended)


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