Senior IT Analyst – GTP 5

Positions at this level require extensive knowledge and provide innovative and creative solutions to complex needs in multiple areas within the IT spectrum for example, networking/telecommunications, statistical/data analysis, web services, enterprise application software, database management, computer operating systems and hardware. This position is the most senior role within the analyst stream leading large projects with high degrees of risk, broader scope and increased financial implications.

Typical Duties may include some or all of the following:
- Provides third level technical/application support (e.g., final point escalation with the expectation of closure to a problem which, may be very complex requiring advanced expertise, significant changes to IT policy or senior level intervention)
- Where possible collaborates with CCS to ensure efforts are streamlined via system integration, compliance and support
- Leads project teams of analysts, clients and related support personnel
- Recommends technological solutions to senior management and clients recognizing problems and managing resolutions
- Manages changes to enterprise technology or business applications and associated infrastructure
- Diagnoses and solves complex/difficult computer network software and hardware problems
- Liaises with senior support staff of various software and hardware vendors
- Engages in complex and challenging problem solving
- Works directly with senior staff from departments or directorates
- Leads the IT component of large-scale research projects
- Leads the process of evaluation/acquisition and/or internal development and customization
- Liaises with external consultants and vendors to facilitate research and assessment of technical architecture of purchased software
- Develops relationships with analysts at other institutions to participate in or lead joint research initiatives
- Coordinates the ongoing delivery of major complex IT solutions
- Evaluates and plans application upgrades and replacements
- Manages major changes with clients
- Monitors system performance and availability
- Develops project goals, deliverables and objectives
- Determines project resources, tasks and timelines
- Develops project milestones, phasing, assigns tasks and coordinates dependencies while managing cost
- Reports to management on progress, results and is accountable for project success
- Resolves system issues including diagnosing reported incidents, code modification, testing, user consultation and database modification
- Monitors system activities during critical times of operation
- Maintains system documentation and change management

Decision Making/Accountability: Sound judgement and autonomy required to develop solutions to complex IT problems and to evaluate and adapt new technologies with future long-term implications.

Contacts/Interpersonal Skills: Frequent and continuous contact with associates beyond and within work area and includes all levels of clientele from students to senior management. Requires appropriate tact to discuss problems, submit reports and make recommendations. May involve difficult or emotionally charged situations.

Supervision Received: Supervisor provides overall goals and direction or final oversight on selection of project recommendations/alternatives and scope of major deliverables.

Supervision Exercised: Oversees the work of other Analysts/project team staff which includes delegated supervisory responsibility.

Working Environment: Work may be performed in an office or field sites, with potential exposure to frequent interruptions, repetitive strain and significant mental/visual concentration. May be required to work off-hours, on-call and weekend shifts.

Minimum Qualifications:
- Undergraduate degree in Computer Science with minimum 4-5 years of pervious related IT/project experience within the complete range of the IT spectrum
- Or equivalent combination of education and experience (some roles may require more extensive experience or training in a particular area of IT)