	Group: <u>CUPE</u>
	Title: <u>Information Systems Analyst</u>
	Dept.: <u>IT Department</u>
	Location: <u>School Board Office</u>

Position Description:

The Information Systems Analyst provides advanced IT support for technology across schools and administrative offices. This role resolves complex technical issues and maintains IT systems and networks and supports technology that enhances the educational environment.

Reports to:

Secretary Treasurer or designate

Direct Reports:

N/A

Duties & Responsibilities:

- Acts as an escalation point for complex technical issues, ensuring timely resolution.
- Provides advanced troubleshooting for hardware, software, and network systems.
- Supports and maintains all applicable hardware and software, servers, network infrastructure, and peripherals.
- Diagnoses and resolves network connectivity issues at district sites.
- Assists in configuration and deployment of Windows servers.
- Create user accounts, group memberships, security groups.
- Monitors and enforces security protocols, ensuring compliance with data privacy regulations.
- Supports cybersecurity initiatives, such as group memberships, access controls, and endpoint security measures.
- Monitors system performance and implements updates, patches and upgrades as needed.
- Provides guidance and technical support to educators, administrators, and support staff.
- Conducts training sessions and creates documentation to help staff utilize IT resources effectively.
- Supporting IT technicians, providing guidance on troubleshooting and best practices.
- Assists in prioritizing and delegating support requests within the IT team to meet service level agreements (SLAs).

- Contributes to the development and refinement of support procedures and knowledge bases.
- Assists in planning and implementation of technology initiatives (e.g. device rollouts, new software applications, and network upgrades).
- Supports technology integration projects by preparing analysis and reports to support IT decisions.
- Assists in disaster recovery planning and execution for IT systems.

The above job description reflects the principle functions of the job. Other comparable or transient duties which are within the area of knowledge and skills required by the job description may also be assigned.

Job Requirements: Minimum Qualifications

Education & Experience:

- Bachelor's degree in computer science or computer engineering (equivalent to 4 years post secondary education) and 3 years related experience in similar, diverse IT installations, providing both hands-on and advisory technical expertise.

or

- Two-year post-secondary education diploma in computer studies or related field and 6 years related experience in similar, diverse IT installations, providing both hands-on and advisory technical expertise.
- Class 5 driver's license.

Skills & Knowledge & Abilities:

SKILLS:
- Proficiency in troubleshooting network configurations, including LAN/WAN, VPNs, and wireless systems.
- Strong conflict resolution skills and an ability to manage difficult situations with tact and diplomacy.
- Strong collaboration and teamwork abilities.
- Effective organizational and time management skills, along with attention to detail.
- Skilled in implementing, problem solving, and supporting a variety of technologies.
- Skilled in maintaining district technology infrastructure.
- Effective communication skills (verbal and written).

KNOWLEDGE:
- Advanced knowledge of Local and Wide Area Networks (LAN and WAN), network servers including application and web, and FTP.
- Advanced knowledge of audio-visual systems, wireless control of projection devices, document cameras, and associated software.
- Advanced knowledge of current computer hardware, software applications, and operating systems.
- Advanced knowledge of Windows servers, Patching, Active Directory, IT ticketing systems and remote support tools.

ABILITY
- Ability to problem solve and maintain hardware and software.

- Ability to learn about and adapt to changes in technology.
- Follows established protocols and compliance standards to protect organizational data.
- Ability to organize and prioritize workload with limited supervision including managing requests and problem-solving.
- Ability to convey information and sustain productive working connections.
- Ability to perform tasks requiring extended periods of concentration.
- Ability to handle frequent interruptions while working.
- Ability to adhere to deadlines, including flexibility and adaptability.
- Ability to maintain effective working relationships with the district staff, and various outside agencies/suppliers.

RESPONSIBILITY
- Responsibilities include working under limited supervision using standardized practices and/or methods.
- Upholds appropriate levels of technical data integrity and security.
- Exhibit professionalism and adhere to the district mission, vision, and values as outlined in the strategic plan.
- Adhere to District policies, procedures, and safety protocols.
- Manage confidential and sensitive information with discretion and professionalism.
- Maintain a high level of confidentiality.
- Work with minimal supervision, following established practices and/or methods

WORKING ENVIRONMENT
- Extended periods of sitting or standing in one place.
- Extended periods of prolonged screen time.
- Working in a fast-paced work environment, managing time constraints, navigating frequent interruptions, and handling challenging interactions.
- High level of contact with District staff.
- Work may involve sitting, walking, standing, stooping, reaching, lifting, working at heights, and carrying equipment for extended periods.
- There may be travel within the district driving in all types of weather.

SALARY:
- Wages and employment benefits per CUPE collective agreement.

KEY RELATIONSHIPS:
Good working relationships with:
- School District 8 Staff
- Vendors
- Contractors

Next scheduled revision: Winter 2030

Reviewed and agreed: January 10, 2025
Reviewed: February 2011