Position Title: **Systems Analyst**   **Position # S610-17**
Dept/Branch: **Information Technology**
Reports to: **Chief Technology Officer**
Position Supervises: **N/A**

I.   **Position Summary**

Under the general supervision of the Chief Technology Officer, and in conjunction with other Information Technology staff, the incumbent efficiently operates computer systems in a generalist capacity. This includes the computers, related equipment, and the wide-area communications network and associated systems.

This position is responsible for the efficient operation, maintenance and monitoring of the Okanagan Regional Library's hardware, software and website. This involves providing user training and troubleshooting. Will also include responsibilities for the maintenance of the Website, Intranet, ILS (integrated Library system) system and other proprietary systems.

Duties include executing custom scripts, building SQL reports, monitoring system operation and maintaining records pertaining to these activities. The incumbent assists users to resolve hardware and software problems and will travel to the branches to complete these tasks. The incumbent also recommends changes and enhancements regarding this area of responsibility to the Chief Technology Officer. In addition, the incumbent documents and writes procedures related to work performed.

The incumbent is expected to work additional hours as required.

II.   **Accountabilities**

Shared Responsibilities

1.   Participates in the processing and resolution of open work orders. The support system is first priority for the Systems Analyst position. Works at maintaining a minimum threshold of support requests.

2.   In conjunction with other Information Technology staff, performs tasks and monitors system operations, such as system back-ups, executing and monitoring custom processes, S Q L report generation, etc. Logs information related to system operations, statistics, crystal/SQL reports, etc. according to a predetermined schedule. Notifies Chief Technology Officer of unusual or difficult problems. Informs others regarding system failures and service interruptions.

3.   Maintains peripheral equipment such as printers/copiers, PC's and servers. Performs other minor maintenance as required; assists in keeping the computer room/IT van are properly supplied, organized and clean.

4.   Maintains various logs and documentation for system operations, maintenance, trouble shooting and any other reports on system activities. Produces reports on hardware and software failures or any other problems encountered during a shift. Keeps computer documentation up to date.

5.   Analyses and troubleshoots complex problems relating to area of responsibility and keeps Chief

Technology Officer informed of emerging problems and recommends solutions, changes and/or enhancements.

6. Prepares and updates documentation relating to area of expertise. Trains other department staff in their duties as it relates to the successful operation of Information Technology systems.

7. Attends and participates in Information Technology and other meetings where departmental priorities are decided. Ensures work schedule supports priorities and is communicated within the department.

8. Opens and closes the Headquarters building - Performs scheduled fire alarm and sprinkler testing.

9. Participates in after hour's cell phone support that rotates among Information Technology staff as required.

10. Performs other duties as may be assigned by Chief Technology Officer.

Branch and Headquarters Support Services

1. Functions as the first point of contact for Website, Intranet, computer, ILS system and other proprietary systems, computer hardware and software related issues. Tracks and follows up on work in this area.

2. Creates and monitors a schedule for maintaining and replacing software and hardware within the organization. Warranty RMAs for hardware.

3. Provides network and system troubleshooting for the ORL including (but not limited to) Track-It inventory, VOIP phone System, wireless and other systems as required. Knowledge of PowerShell scripts for troubleshooting. Creates tickets and communicates with all vendors for bug fixes and complex issues. Consults with senior staff for more complex issues. Elevates more complex Network and System issues to the Network or System Administrators.

4. ILS – Provides support for staff and troubleshooting for all aspects of Polaris ILS. Including: Database maintenance. Build reports, automate and maintain required reports. Build SQL Queries, stored procedures, build custom SQL jobs to automate procedures, maintain all required statistics for the ORL.

5. Supports headquarters and travels to branch locations for the purpose of installation, maintenance, troubleshooting and repair of computers and other related equipment.

Inventory

1. Responsible to develop and maintain an inventory control system for Information Technology related supplies and equipment within defined budgetary level.

2. Identifies critical spares and appropriate minimum and maximum levels for supplies and equipment and maintains these levels. Makes recommendations about what items are required to be stocked on site versus purchased as required.

3. Makes recommendations on acquiring new equipment and/or supplies to the Chief Technology Officer.

Training and Communication

1. Assists in training other staff in the successful operation of computer equipment, software, website, intranet, ILS system and other proprietary systems. Builds and maintains FAQ documentation for staff on the intranet

2. Participates in interdepartmental communication, ORL committees as assigned and department meetings.

3. Stays current on industry trends as they relate to area of expertise, brings forward career development opportunities for Information Technology Manager's consideration.

4. Attends training sessions, workshops and conferences as assigned by the Chief Technology Officer.

Website and Intranet

1. Researches information related to web site design and maintenance. Makes recommendations to the Chief Technology Officer and Virtual Branch Head on how changes may impact web resources.

2. In conjunction with the Chief Technology Officer, the Virtual Branch Head and other staff, and following established ORL guidelines, participates in the design, maintenance, and implementation of appropriate web site processes. The incumbent uploads new and modified pages. Knowledge of various programing languages such as MS SQL, PHP and MS Visual Studio etc.

3. Building interactive forms using ASP.NET and Adobe.

4. Participates in ongoing projects to increase the effectiveness of website and intranet services.

III. **Working Conditions**

Works collaboratively with other Information Technology staff and vendor technical representatives to resolve computer, software and telecommunications related problems. This position demands attention to detail. Errors in judgment or inattentiveness can disable Library operations for a period of time and result in unexpected expenses. Frequently travels to branches and may work in closed areas or on ladders and around electrical equipment. May work alone occasionally but is usually in contact with others. Frequent use of computers for extended periods of time. Often includes long periods where repetitive motion and close attention to details are required. May be required to travel locally, regionally and internationally for career development opportunities.

IV. **Job Specifications**

1. **Education**
   Graduation from a two-year post-secondary diploma concentrating on the fundamentals of computer systems, networks and operation plus two certifications (ie: Microsoft Certified Solutions Expert (MCSE)/Microsoft Certified Professional/Comptia A+ or Cisco Certified Network Associate (CCNA).

2. **Related Experience**
   Three (3) years' experience including the operation, maintenance, troubleshooting and support of computer hardware and software, troubleshooting network connectivity, and web site administration. Experience with SQL and MS PowerShell an asset.

3. **Other Requirements**

1) Excellent written and oral communication skills.
2) Strong organizational skills.
3) Demonstrated ability to exercise independent judgment and initiative, and to carry out assignments efficiently and accurately under direction from supervisor.
4) Ability to work non-traditional hours, including holidays and weekends and to be "on-call" for emergencies connected with the system.
5) Basic knowledge of library routines and procedures within an automated library environment is an asset.
6) Demonstrated ability to maintain effective working relationships with vendors and fellow employees in a team environment.
7) Physical ability and willingness to handle equipment and supplies.
8) Cabling/Phone experience, tone lines, run cable, terminate to a panel.
9) Valid BC Driver's License.
10) Valid Passport.

Drafted by:

Carla Phillips, Director of Human Resources   _____   Date: _____
       Signature

Approved by:

Stephanie Hall, Chief Executive Officer   _____   Date: _____
       Signature

INPUT PROVIDED BY:

Name	Position	Location
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