JOB DESCRIPTION

| **Title** | IT SPECIALIST/ANALYST | | |
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| **Reports To** | [INSERT TITLE] | | |

**Job Purpose**

The IT Specialist/Analyst is responsible and accountable for providing authoritative technical advice and expertise to the design, development, and deployment of advanced and complex interactive applications in a multi-platform environment. Specifically, this position is responsible and accountable for conducting analysis, preparing documentation (e.g. policies, processes, business requirements, etc.), conferring with stakeholders, and evaluating the economic and technical feasibility of proposed systems or revisions to existing systems.

This position is also responsible and accountable for the designs and documents system and application software to enable the evaluation, programming, testing and implementation and support of the proposed software. The IT Specialist/Analyst oversees multiple, large solutions with conflicting priorities and changing needs, through their full lifecycle, including critical integration and deployment. This would include providing operational and first-level user support, ensuring that stakeholders receive expert, prompt, and professional customer service, investigating and responding to hardware issues, and tracking data/conversations on the network.

**Key Responsibilities**

Responsibilities include, but not limited to:

* Determining approaches to, and developing business cases for, systems solutions in emerging technologies. Working closely with stakeholders to create a modular, scalable solution that incorporates future architectural changes and designs.
* Providing the expertise and technical direction necessary to design, maintain, enhance or replace information systems and technology as well as ensuring effective and efficient implementations by preparing detailed specifications for all programs.
* Developing performance metrics, identifying and analyzing complex systems issues, determining areas of risk, and recommending innovative solutions for rectification.
* Providing input into strategic/operational planning and project management policies and standards, and developing recommendations and strategic advice to support senior level decision-making and reporting.
* Collaborating with stakeholders to design, implement, and test data collection and retrieval mechanisms for the purposes of identifying, gathering, classifying, and providing information and reports.
* Developing/sourcing and maintaining security programs to safeguard company and client operations.
* Providing coaching and training to stakeholders in relevant area(s) of expertise.
* Promoting a respectful work and service environment that supports diversity, inclusion, and is free from harassment and discrimination.
* Performing other functions as assigned.

**Key Qualifications**

* Bachelor's degree in Computer Science or related discipline, or a combination of education, training, and experience deemed to be equivalent.
* Minimum of X year’s experience in end to end solutions including the design, development, configuration and implementation of large, complex systems.
* Demonstrated experience in cloud based applications such as Javascripts, Angular, and/or React, JSON, Java, Spring Boot, MEAN stack, HTML/SASS, Python, .NET, etc.
* Proven experience in design and developing APIs and microservices.
* Significant knowledge of databases such as Oracle, Azure SQL, PostgresQL, noSQL, etc.
* Demonstrated experience with, and knowledge of, code version control systems, DevOps practices, virtualization, container solutions and emerging technologies such as BlockChain, RPA, Machine Learning, etc.
* Experience working with, and knowledge of, Mac and Windows operating systems, Active Directory, Network Storage, Azure, KACE 1000, etc.
* Proven experience in providing project support - planning, change management, communications, testing, training, go-live and post go-live support activities.
* Experience working with enterprise application security, modern authorization framework and protocol, browser-based security controls and standards.
* Knowledge of, and experience with, setting up and troubleshooting of hardware (laptops, video conferencing systems, mobile phones, etc.).
* Willing to upkeep professional and technical expertise through educational programs, professional publications, business networks, professional societies, etc.
* Require own transportation and valid license/insurance.
* Legally eligible to work in Canada.

**Core Competencies**

* Able to identify, analyze and resolve technical problems.
* Advisory skills to provide authoritative and persuasive technical advice.
* Interpersonal skills to maintain effective internal and external stakeholder relations.
* Communication skills to prepare and present complex technical information and recommendations to non-technical audiences.
* Collaboration skills to lead internal and external discussions on strategy and service.
* Ability to plan and prioritize work to meet deadlines, goals and objectives.
* Ability to learn new concepts quickly and effectively adapt to change.

**Working Conditions**

* Shift Schedule: Monday to Friday, 8:00 am to 4:00 pm - local time.
* Job Location: Onsite? Hybrid? Remote?
* Overtime and on-call attendance may be required.
* Travel may be required.
* Ergonomic: Sitting for long periods of time, exposure to computer/laptop/mobile device screens for long periods of time, repetitive hand/arm movement. Regular standing and walking. Occasional bending, kneeling, squatting, pushing, pulling and lifting up to 30 lbs. Specific vision abilities include close vision, distance vision, colour vision, peripheral vision, depth perception, and ability to adjust focus.
* Security Clearance?