

# ROLE OF SYSTEMS ANALYST

## Background

Guided by the Division's mission, vision, values, beliefs/principles, and motto, the Systems Analyst (SA) will assist the Director of Technology in fulfilling the general and specific aspects of the role description for the Superintendent as defined in the Education Act and Board policy.

## Procedures

The SA is directly responsible and accountable to the Director of Technology.

The SA will have specific responsibilities for:

1. Deskside Support
  - 1.1. Deploy, maintain, and troubleshoot core business applications, including application servers, associated hardware, endpoints, and databases.
  - 1.2. Manage the set-up and configuration of systems.
  - 1.3. Perform design, implementation, and upgrades of information systems to meet the business and user needs.
  - 1.4. Provides references for users by writing and maintaining user documentation; providing help desk support; training users.
  - 1.5. Manage and resolve information technology questions from district and school staff, acting as the District "Help Desk" or first point of contact.
2. Problem Solving
  - 2.1. Recommends controls by identifying problems; writing improved procedures.
  - 2.2. Communicate solutions to school staff in a way that ensures capacity-building and task completion.
  - 2.3. Works largely collaboratively on a day to day basis, with the incumbents responsible for organizing work to meet deadlines while balancing demands from school sites.

### 3. Professional Practices

- 3.1. Maintains confidentiality in all matters pertaining to the Division and its operation.
- 3.2. Exhibits a high level of personal, professional and organizational integrity.
- 3.3. Establishes and maintains positive, professional working relations with the Director of Technology and external vendors.
- 3.4. Takes appropriate actions to ensure open, transparent internal processes are developed and maintained in areas of responsibility.

References: Employment Standards Code  
Freedom of Information and Protection of Privacy Act  
Labour Relations Code  
Occupational Health and Safety Act

Adopted: February 2023