Job Class Profile: Computer Systems Analyst I

Pay Level: CG-37 Point Band: 814-847

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	4	2	4	5	5	5	3	2	
Points	280	67	13	19	150	108	103	64	21	825

JOB SUMMARY

The Computer Systems Analyst I develops, installs, administers, and maintains small to large scale information systems.

List and Brief Description of Specific Duties

- Performs analysis and design of client requests; implements and tests the design.
- Documents new and exiting business rules for new and existing systems.
- Attends meetings with stakeholders for the purpose of requirement gathering and analysis, in relation to new and existing systems and projects.
- Interviews or surveys system users, and observes job performance to determine what information is processed and how it is processed.
- Creates documents outlining solutions, timelines, and the level of effort in relation to projects.
- Maintains communication with stakeholders to refine requirements, inform them of progress, resolve issues, create test scenarios, and to provide training on the use of the final product.
- Writes programming and database code to build web based and desktop based applications.
- Reviews and analyzes computer printouts and performance indicators to locate code problems and correct them.
- Performs server configuration and maintenance planning for live and test environments.
- Establishes templates and puts forth recommendations for development and server standards.
- Performs installation and maintenance on vendor acquired software solutions.
- Assists managers on writing tender related specifications, evaluates responses, and assists with other software acquisitions.
- Assesses the usefulness of pre-developed application packages and adapts them to a user environment.
- Assists coworkers with problems, day to day tasks, and issues.
- Performs graphic design and template design for internal application development. This may involve following guidelines or working directly with communications staff.
- Creates reports for web and client applications.
- Actions change management notifications.
- Creates custom databases and front end software for adverse events.

List and Brief Description of Specific Duties
— Provides orientation and training to new staff. — Performs blackberry account setups.

SKILL

Knowledge
General and Specific Knowledge: — Knowledge of Information Technology Infrastructure Library (ITIL), software development life cycle methodologies, software programming languages, database and report engines, Windows Server, Windows Client Operating Systems, Blackberry Enterprise Server, Terminal Services, Virtualization, Active Directory Services. — Information technology hardware and software changes rapidly requiring constant upgrading of skills and knowledge of the field. **Formal Education and/or Certification(s):** — Minimum: 2-3 Year specialized post-secondary Diploma in Computer Studies. **Years of Experience:** — Minimum: 4-5 years experience. **Competencies:** — Ability to learn and master custom software by venders to support and integrate into existing systems. — Ability to write complex computer code for applications, databases, and reports. — Advanced analytical, project management, and problem solving skills. — Strong written and verbal communication skills.
Interpersonal Skills
— Interpersonal skills include listening to information from others, asking questions to gather information, communicating routine and complex information and direction to others, coaching and mentoring, gaining the co-operation of others to complete work or to address issues/problems, dealing with upset or angry people, and providing expert advice to others. — Communications requires assisting individuals under stress during adverse events, to solve organizational problems very quickly. Required to develop a rapport and trust with stakeholders and establish strong communications, as well as attend meetings to review progress, facilitate training of new solutions, and provide input of project status. Asking questions is necessary in order to scope out the specifics of the request from the client, and provide information of system rules and functionality to the client or others on the team. — The most significant contacts are with the manager and/or team lead; clients/users; and employees within the immediate work area.

EFFORT

Physical Effort
— The demands of the job do not result in considerable fatigue, requiring periods of rest.

- Occasionally lifts objects less than 10 lbs. such as a laptop.
- There is an opportunity for occasional standing, walking, driving.
- Constant sitting and fine finger/precision work when using a computer is required.

Concentration

- **Visual** concentration is a constant requirement when viewing large amounts of data for analysis and reading of design and business requirement documents.
- **Auditory** demands and strain is evident when gathering information and requirements for a project and listening intently in meetings, face to face discussions, telephone conversations, or voice messages.
- **Repetition requiring alertness** is required for writing computer code and database queries and reviewing thousands of lines of complex code.
- **Time pressures and deadlines** are experienced on a regular basis as project timelines are set in advance creating time pressures which must be achieved. Tight timelines also exist when resolving adverse events/emergencies.
- **Lack of control over the work pace** occurs as a result of production problems that require immediate attention, ministerial or executive requests for data extracts, adverse events and emergencies.
- **Eye/hand co-ordination** is used regularly when writing computer code and using a mouse, computer screen and keyboard.
- **Exact results and precision** is required on a constant basis for writing computer code and database queries and looking closely at thousands of lines of complex code. Errors can result in deleting or corrupting data, or computer downtime.

Complexity

- Tasks are regularly different and unrelated involving a wide variety of responsibilities and situations. Tasks are highly technical with strategic or policy significance.
- The resolution of challenges/problems/issues range from following standardized procedures and processes to problem definition and analysis requiring the development of complex solutions.
- The analysis of different problems or issues requires learning new business or information quickly in order to plan, build, and deploy applications to address the problem or issue.
- When addressing challenges/problems/issues can reference internal policies or guidelines, manuals, vendors, system requirement document, chart of authorities, or coworkers and manager.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are moderately prescribed and controlled.
- Decisions that can be made without supervisory approval include the design and features of an application, the ability to extract specific information from systems, establishing timelines and level of effort required, determining hardware required to address certain issues, creating and assigning work orders, reassigning work to junior team members.
- Most requests require client approval to be worked on and to push to production. This is also

approved by the team lead. Supervisory approval is required for the purchase of software or hardware, release of sensitive information, gaining security access to applications and servers, major policy changes, or changes that may affect clinical/medical or high level security.

— Discretion and judgement are exercised when tasked to lead complex and stressful investigatory and development projects. Short timelines require the use of experience and discretion to make critical decisions. Discretion and judgement are essential when dealing with situations related to security of information and the access that is allowed.

— For any solution development, there are general guidelines, however, often it is necessary to move within or outside these guidelines if flexibility is required for a given solution. Each problem encountered is different and no one solution fits all issues.

Impact

— Work performed can have a positive or negative impact on the immediate work area, department, organization and clients/patients/general public.

— Resources impacted include equipment, information, processes and systems, finances, health and safety, and the corporate image. IT decisions impact many facets of an organization including payroll, medical charting, recruitment, communications, financial systems, web site access and services, etc.

— Impacts of errors affect clients if the analysis and solution to a request is incomplete; mistakes can affect patients and the general public if system data in the health care sector is inaccurate; a mistake in a clinical system can result in incorrect charting records and possibly impact treatment and an error in a financial system can result in payroll issues or the amount of funding a department receives.

— Clients, team members and team lead are all involved in the testing of the request and when pushing changes to production.

— Errors are normally addressed within hours of problem identification.

Development and Leadership of Others

— Not responsible for the supervision of staff.

— Provides advice and instruction to junior staff in the development of software, as well as guidance and mentoring. It is common to give advice on how to resolve problems, to coordinate multiple programmers, and allocate tasks in a manner that speeds the development. Assists with the review of developed applications to ensure they conform to specifications and are functional, and assists contractors to set up purchased applications ensuring it is running effectively and support is minimized.

— Serves as subject matter experts on the systems they support and may assume lead roles when upgrade changes are pushed to production. May also assume project lead roles on adverse event projects or internal programming projects and select programmers for the team, develop timelines, represent the team at stakeholder/client meetings, create project queues, etc.

WORKING CONDITIONS

Environmental Working Conditions

— There is no requirement for safety equipment or precautions.

— There is no likelihood of minor cuts, bruises, abrasions, injury, or illness causing disability.

— Work is performed in an open office environment with little privacy with constant exposure to computer glare. Occasionally required to travel.