Application and Infrastructure Analyst II

DEFINITION

Work at this level involves end-to-end solution delivery and maintenance of IT applications and services, as well as building and supporting the underlying infrastructure required to run these services. Work requires significant depth of experience in designated technologies including deep knowledge within an application layer, and an awareness of integration with adjoining technologies or applications. Incumbents generally specialize in a single technology, or a few technologies, are focused on the delivery of the technology, performing complex systems analysis, development and consultative functions. Incumbents are the lead on small system design, or enhancements to large systems that may impact across branches, or departments, and participate in larger solutions when under mentorship of more senior levels. Work assignments involve a mix of new and existing technologies including an awareness of emerging technologies.

Incumbents are capable of operating independently across all layers of a technology stack, often involving considerable contact within their team; contact with other IT professionals involves complex troubleshooting, solution development or coordinating solution integration. Incumbents may have contacts external to IT such as vendors for problem solving and integrating solutions or external stakeholders for information sharing, problem resolution, and/or integration with external systems. Incumbents mentor less experienced team members and assign duties to less experienced staff within scope of the project/assignment while adhering to work plans. Project assignments are assigned by more senior levels and/or a project manager; incumbents provide status reports as needed.

Incumbents may contribute to long range planning activities by providing knowledge of computing trends in their area of speciality; research and evaluate new advances or versions of products; be involved in or assist with conception and costing activities for new and emerging technologies; and present ideas, recommendations and proof of concepts to more senior levels.

TYPICAL DUTIES *

Performs complex end-to-end solution delivery and maintenance for small systems design, or enhancements to large systems (research, feasibility, impacts, design, development, implementation, etc.). May delegate pieces of the analysis to the AIS I level.

Acts as a specialized resource with deep skills in specific technology(s). Assignments involve complex technology requirements which are generally not well defined, require thorough analysis, ingenuity and problem determination to develop and deliver cost effective and current technological solutions.

Designs complex solutions by applying approved methods of problem and systems definition, requirements and data specification analysis, conceptual and functional design, project planning definition, and other related systems activities; conduct hands on testing and regression testing for solutions.

Maintains an ongoing awareness and understanding of new and enhanced technological developments. Researches current available hardware/software technology to meet customer needs. Makes recommendations on new technology; contributes to proposals and implementation plans based on analysis.

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Responds to equipment malfunctions, unusual or other situations that impact on system performance, performs diagnostic and other problem solving activities and implements remedial procedures as required; troubleshoots the more complex break-fix problems escalated from the AIS I level.

Executes operational projects, planned enhancements, maintenance and support of departmental applications and other IT services as determined by the AIS III and/or project manager.

KNOWLEDGE, ABILITIES AND SKILLS

Specialized knowledge and skills in a specific technology(s) including knowledge of adjoining technologies or applications.

Ability to perform complex end-to-end solution delivery and maintenance.

Understanding of City of Edmonton IT architectural standards, processes, and procedures.

Awareness of emerging technologies and the ability to present ideas, recommendations, and proof of concepts to senior levels.

Skilful application of analytical, creativity, judgment, and initiative skills.

Strong organizational skills with the ability to multi-task, manage time effectively, and handle tight deadlines.

Ability to establish and maintain good working relationships and collaborate with others.

Ability to provide guidance and direction to less experienced staff

Ability to work independently as well as in a team environment.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level
- Degree in a related discipline and 4 years relevant experience
- OR Post secondary diploma in a related discipline and 5 years relevant experience
- OR 1 year related certificate* and 7 years relevant experience

*   *Relevant computer certificate programs generally have a minimum of 700+ instructional hours and will include relevant course work to the position. Completion of the twelfth (12th) school grade or GED is required.*

This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.

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Salary Plan	21M	21A	21B	21C
Job Code	3251		3250	
Grade	032		034	

Originated: 2012
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