IT Analyst

DEFINITION

Work at this level involves the use of a variety of standard analytical, facilitation and consultative techniques to determine business process and technology change requirements to support organizational business goals. Incumbents lead analysis activities for small to mid-size projects and operational initiatives; this includes both planning and managing all analysis activities for the project or initiative. For larger or complex projects or initiatives incumbents work on analysis activities under the direction of a senior analyst or project manager.

Incumbents are expected to work independently completing all assigned tasks. Work activities are generally front-end focused, such as requirements gathering, when leading activities for projects, or assigned to specific tasks throughout the project life-cycle when assisting a senior analyst and/or project manager. There is considerable internal contact with frontline staff and supervisors, as well as program managers and directors at the sponsor level. Incumbents generally do not have teams under them but may mentor less experienced analysts, and provide general direction to other staff or contractors.

Incumbents may possess special skills in IT change management, problem resolution, security, business intelligence, or data analytics, as well as being generally well versed in many aspects of IT analysis. Incumbents also understand how their project or analysis links to strategic goals. Incumbents may also serve as a subject matter expert with specialized knowledge of, and exposure to the configuration options and functionality delivered by specific technology products and software (ERP or other Commercial off the Shelf software - COTS) for small to medium size initiatives.

TYPICAL DUTIES *

Lead analysis activities for small to mid-size projects and operational initiatives (operational/tactical, some organizational change, limited risk/cost/visibility, where the results impact a number of business units but do not have an overall corporate impact).

Analysis requires consideration of alternative options in order to deliver recommendations for the best use of technology to support business goals (limited consideration of integration with other technologies or business units). This involves knowledge of business issues and processes as well as IT resources and enabling technologies.

Consult with users, solution architect, project manager and stakeholders to develop business processes that align with technology and produce required business outcomes. Translates business process needs into functional specifications and/or makes required configuration setting changes.

Document requirements, alternatives, recommendations, specifications, configuration changes, test scenarios and test results.

Conduct elicitation and validation activities for small to mid-size projects and operational initiatives. May assist senior analysts with building and leading focus groups for larger initiatives.

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Perform requirements management and analysis activities when leading analysis activities for small to mid-size projects and operational initiatives. Prepare and present requirements package to stakeholders and facilitate workshops and negotiate with stakeholders to reach consensus.

Serve as a SME (Subject Matter Expert) with acquired knowledge of the functionality and configuration settings delivered by specific technologies, and is responsible for limited configuration changes when leading analysis activities for small to mid-size initiatives/projects. May create and maintain master data for specific system usage. Assigned to specific tasks when assisting a senior analyst and/or project manager on larger initiatives/projects.

Under mentorship, may assist the senior analyst in various analysis activities, the gathering of information, limited configuration changes, and the preparation of strategic enterprise analysis activities for large sized projects and high impact initiatives.

Participate in the development, testing, business approval and creation of the audit trail for changes to COE production environments when leading analysis activities for small to mid-size projects and operational initiatives.

KNOWLEDGE, ABILITIES AND SKILLS

Proficient in a variety of analysis activities and capable of applying theoretical body of knowledge, including the ability to determine the appropriate analytical techniques and tools, dependent on the work being performed.

Knowledge of business issues and processes as well as IT resources and enabling technologies.

Ability to make decisions in accordance with established policies, guidelines and standards.

Excellent verbal and written communication skills including the ability to effectively consult with clients on a diverse range of business activities.

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

In-depth knowledge of Microsoft Office tools, including other computer applications and related programs in support of the business activities. Knowledge of the functionality delivered by specific technologies.

Ability to work independently and as a member of a team.

Ability to lead IT analysis activities for small to mid-size projects and operational initiatives including the ability to provide mentorship and general direction to less experienced analyst and other staff.

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TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

- Degree in a related discipline, and 4 years of relevant experience in an Information Technology environment including demonstrated ability to lead small to mid-size initiatives. Formal certification in the area of expertise is desirable.

- OR Post secondary diploma in a related discipline and 5 years relevant experience in an Information Technology environment including demonstrated ability to lead small to mid-size initiatives. Formal certification in the area of expertise is desirable.

- OR Certificate in a related discipline and 7 years relevant experience in an Information Technology environment including demonstrated ability to lead small to mid-size initiatives. Formal certification in the area of expertise is desirable.

Opportunity Concept Level

- Degree in a related discipline and 2 years of relevant experience in an Information Technology environment

- Post secondary diploma in a related discipline and 3 years of relevant experience in an Information Technology environment

- Certificate in a related discipline and 5 years of relevant experience in an Information Technology environment

*   *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	3259	3281	3258	3280
Grade	032	024	034	026

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