POSITION DESCRIPTION
Technical Analyst

Position Summary/Purpose

Reporting to the Manager, Enterprise Applications the Technical Analyst's responsibility is to provide application and end user support including troubleshooting for selected systems managed by Enterprise Applications.

The Technical Analyst works closely with Sr. Business Analysts, Service Desk staff, vendors and end users to assist with general administration activities including resolving issues and responding to cases.

The Technical Analyst will ensure systems meet the highest quality expectations and defined business requirements by using expertise in quality assurance and customer service practices to create comprehensive plans and deliver service. Where possible they will create and update end user documentation and training materials.

DUTIES & RESPONSIBILITIES

Requirements & Analysis

1. Perform application administration including new user setups, permissions, profile management, arranging for testing and software updates as needed while identifying trends and issues.

2. Provide 1st and 2nd tier troubleshooting assistance on issues related to enterprise information management systems including cloud-based systems, websites and CRM, responding to Service Desk tickets and issues on-demand based on service levels and best practices.

3. Provide coordination in quality assurance practices including following standard policies and procedures while implementing test activities including plans, cases and scripts.

4. Coordinate and participate in the testing and configuration of new and updated software systems. Monitor and report on testing progress and outcomes.

5. Participate in system lifecycle management activities including release planning and application support including technical writing in the form of system documentation, maintaining and delivering end user training.

6. Work directly with vendors as required when troubleshooting technical issues, documenting and communicating updates and changes with internal stakeholders.

7. Coordinate and adhere to Technology Services policies and procedures when implementing or measuring cybersecurity best practices for software applications.

8. Participate in release planning and support application releases including building, testing and maintaining data and reports.

9. Participate in project teams and committees, provide research, consultative support and fact-finding services.

10. Use appropriate written and verbal methods of communication with clients, stakeholders and management on trends including presenting issues and changes.

11. Performs other related activities as required. Keeps up-to-date on related skill development in order to use any new technologies or processes as required.

12. Identify industry best practices to increase overall process efficiencies while maintaining any compliance or legislated obligations.

JOB REQUIREMENTS

Training/Knowledge:

- University degree or equivalent in information technology, computer science or related field
- 3-5 years of progressive work experience
- Familiarity with Microsoft O365, Power Platform, CRM Dynamics 365, Azure DevOps and associated software environments and tools
- Experience troubleshooting systems, documenting and tracking issues while supporting end users through a ticket support system
- Demonstrated project and time management skills including planning, organizing, tools and practices
- Excellent listening, interpersonal, written and oral communication skills
- Strong customer service orientation and ability to work well in a team environment

Judgement:

Under the direction of the Manager, Enterprise Applications, exercises independent judgment in working on troubleshooting directly with end users. Ensures appropriate business support and client service protocols and procedures are followed. Generally, works independently on day-to-day calls affecting a single user. Refers significant changes to supervisor, e.g. changes requiring coordination where a whole department is affected. Problem solving within standards and procedures.

Confidentiality:

Ability to exercise discretion with confidential data and end user information. Position might have access to confidential records.

Impact:

Errors in system administration could result in groups being affected, resulting in delays and expense, efficiencies and availability of systems and complaints. Impact may also include higher levels of maintenance, loss of credibility, delays in business operations, and lowered productivity. The consequences of the provision of inadequate analysis or not following best practices in development or security may result in the selection and implementation of solutions which constrain or provide risk to the organization, resulting in additional effort and costs.

Contacts:

Contact with a broad range of Assembly staff including technical, caucus staff and outside vendors as required to maintain and troubleshoot systems, test and track business processes and requirements. Within iDivision, works with technical, and support staff, as well as managers and senior management as required.

Supervision:

Position has no supervisory responsibilities.

Working Environment:

Position works on a computer, using a keyboard and a mouse. May be required to sit for long periods of time while carrying out this work. Position requires VMA concentration on a regular to frequent basis when reading, researching, designing, collaborating, and creating plans and reports. Position works in the Whitney Block.