

Job details :

Position No. 380
Job Title: Senior System Analyst
Group: Information Technology Management Division (ITMD)
Work Location: Ottawa, Canada
Title of Supervisor: Manager, System Development Unit

JOB SUMMARY

Under the supervision of the Manager, Systems Development Unit. The Senior Systems Analyst will play a critical role as part of the ITM team responsible for: the preparation of information systems proposals (including project schedule, data analysis, and system design); the delivery of professional IM/IT advisory and technical services; the supervision of team members during the implementation process, of such systems (including database design, screen construction, process coding, and documentation); performing studies, analysis, modeling, design and prototyping required for the development, implementation and maintenance of a variety of the system(s) while ensuring effective and efficient utilization of computer facilities and provision of services to meet systems requirements; advises senior management on the use of technology to identify business requirements and enhance business objectives; reviews information requirements and proposals and recommends changes based on technical merit; maintains an awareness of current and future trends and development in the IT field. The Senior Systems Analyst will bring to the System Development Group the necessary skills to understand in depth the architecture of Oracle to allow better design and implementation of new and enhanced information systems and applications.

The incumbent will take full responsibility for the ITM division's obligations in a project or specific phases of a project. The incumbent will be responsible to ensure the timely delivery of a quality system and associated documentation, training, and maintenance procedures. Responsibilities will also include advising IDRC on the use of emerging technology to improve the delivery of Idec's mandate. The incumbent will also be involved in the supervision and direct leadership of any external consultants, under contract to facilitate in the different stages of the development exercise and to liaise with the owner(s) of each system under development and as well as with the end user community it will serve. The incumbent will contribute to the ongoing support of systems, including responding to user requests sent to the Helpdesk. Failure to fulfill any of the preceding functions will have considerable impact on the ability of ITMD to increase productivity through the automation of Centre information systems.

STRATEGIC PLANNING

Opportunities and priorities for developing and implementing new and innovative interventions/initiatives; opportunities for collaboration among various stakeholders and the potential roles of each; participates in joint application development sessions and meetings with developers to identify, analyze, and document, business requirements of clients and end-users; creates proposals for the unique and original development, enhancement and improvement of data management services supporting computer based business solutions for the organization's clients in response to identified requirements.

Presents, either independently or in conjunction with the appropriate user constituency, new application proposals based on the functional baseline analysis of requirements, citing project scope, design rationale, and linkages with established systems, to ensure overall IDRC information systems integration. As such, any presentations required for a senior management audience should be stated clearly and concisely in non-technical terminology.

COMMUNICATION

Develop and maintain communication plan for each software development project under its responsibility. Participates in collaborative technical discussions with IDRC management, ITMD management, and business representatives to ensure user needs are met. Solicit input on user needs, conducts business analysis, recommend changes to meet service levels. Represents ITM in technical discussions with other government organizations, technical conferences and vendor meetings.

Prepares and presents presentations, training to users and ITMD staff as required. Creates briefing and explanatory notes on the issues and problems associated with the current development activities ensuring resolution to those issues. Address problems from the perspective of IT resource, IT infrastructure, technical, managerial and end user focused.

JOB KNOWLEDGE

- Seven or more years experience in the application development field as an intermediate or senior analyst;
- Experience with Relational Database Management Systems (RDBMS): Oracle , MS-SQL;
- Experience with software development and/or CASE technology, preferably Oracle Designer/2000 and Developer/2000;
- Experience in developing 3 tier application and WEB base application;
- Experience in human resource management methods, techniques and practices and extensive experience in team building, leadership and group dynamics in order to lead in the development of strategies, plans, schedules, time lines and budgets and to manage risk and human resources;
- Experience in human resource management techniques, methods and practices to encourage innovation and change; to mentor, motivate and monitor the performance of project team members and business partners; to resolve conflicts, and to manage the work of work teams, including setting priorities for projects and work activities; coaching techniques for the provision of technical advice and operating assistance to colleagues in the SDU group on architectures, network topologies and system performance monitoring hardware/software;
- Knowledge of the theories and principals of computer science, with special emphasis on interconnected, geographically dispersed, mixed-technology computer architectures, to serve as a primary source of knowledge for others, to participate in the development of new strategies, to collaborate with other technical experts and to provide highly specialized problem resolution expertise and advise and to be able to make appropriate assessments and judgments, and to provide appropriate and effective advice.
- Experience in project management methods, techniques and practices to lead and manage multi-disciplinary project teams and working groups, and to develop project plans, define and establish milestones and other schedules, and monitor progress

- against plans.
- Experience working in a bilingual environment and understanding the issue of delivery bilingual application.
- Experience with Local Area Networks, Windows NT and Windows 2000;
- Knowledge of Oracle Developer products, Oracle Financial, LDAP standards and compliant products, Delphi, Cold Fusion, JAVA and C programming languages;
- Advisory techniques so as to provide strategic options, briefing notes and issues management alternatives to senior management;
- Knowledge of systems analysis, design, programming and testing techniques, within the context of a Systems Development Life-Cycle Methodology, and to accommodate differing business needs. Systems analysis includes feasibility studies, resource estimates, timeframe determination and recommendations. Systems design includes preparation of system specifications, workload planning, detailed timetables, and project control framework. The programming function encompasses coding, testing, debugging and documentation techniques to analyze business needs, design computer systems to satisfy those needs, program those systems, and test the accuracy and integrity of system processing functions;
- Knowledge of current and evolving techniques, methods, technologies and practices used to develop computer based business systems. Technology trends and directions, platforms and architectures including hardware and software products, operating systems and data management tools is required to provide technological service and advice to clients. Trends and developments in Information Technology and Information Management fields (wide number of technology platforms) is required to recommend appropriate solutions to enhance and improve program delivery services of systems and applications.

SUPERVISION

Direct supervision

Responsible for: supervising and leading, on a regular basis, a team of information technology specialists. This includes recommending work group objectives and priorities, identifying staffing requirements, assigning work to team members and monitoring the quality and timeliness of the work; delegates responsibilities; and develops and coordinates project proposals to obtain management approval and funding.