QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION SUMMARY

DEPARTMENT: ITS-Sustainment Project Team

POSITION NUMBER: 00500777 INCUMBENT:

TITLE: Systems Analyst GRADE: 8

Job Summary
As a member of the Sustainment Project Team, the Systems Analyst, in cooperation with a project team and/or functional unit representative, designs, develops and troubleshoots software applications within the project scope. The Systems Analyst executes project tasks and activities with a professional, results focused, and collaborative approach, and communicates in a proactive manner with Program/Project Management Team, stakeholders, team members and functional analysts.

The Analyst performs responsibilities assigned on the Sustainment Project that are aligned with the overall project objectives, standards, schedules and guidelines established by project management. The Analyst will provide guidance and mentor other developers on the administrative systems

The incumbent provides technical analysis and support in one or more of the following areas: Finance, Human Resources, Research Administration, or Student.

KEY RESPONSIBILITIES:

- Performs responsibilities as detailed on the approved Project Work Plan, engages and contributes to project meetings, and commits to training as required
- Designs, codes, tests and debugs programs or application software. Analyzes and revises existing system logic difficulties as necessary, modify procedures and document all program changes.
- Provides technical support and services to designated area being supported. Assists with the identification and resolution of complex application, database design and maintenance problems. Provides support and maintenance for designated information systems (Oracle PeopleSoft ERP suite)
- Participates in application design meetings, preparing requirements and design specifications.
- Determines client's business requirements and translate into actionable work plans
- Assists in establishing project schedules, ensures assigned projects follow schedule, may delegate tasks, coordinate workflow and determine priorities as necessary with peers, and for Programmer Analysts
- Informs Senior Systems Analyst or designated project manager of any information that may identify challenges to project schedules, missed project deliverables, incomplete tasks or inaccurate results
- Maintains operational status of production computer systems outside of normal working hours, including evening, nights, weekends and holidays
- Works with representatives from other areas when applications cross system boundaries to determine integration options and provides some training and/or knowledge transfer about specialized systems.

REQUIRED QUALIFICATIONS

- University degree with a concentration in computing with relevant experience (or an equivalent combination of education and experience)
- Demonstrated proficiency in the development, implementation and maintenance of Oracle PeopleSoft information systems.

SPECIAL SKILLS:

- Knowledge of programming techniques, PeopleTools development technology and JDeveloper
- Relational database design with Oracle, knowledge of SQL, PL/SQL
- Demonstrated analytical skills
- Understanding of the Software Design Life Cycle
- High degree of technical knowledge including programming products available, database management strategies and communications software
- Highly developed interpersonal skills to deal with both technical and non-technical staff at all levels

DECISION MAKING:

- Determines appropriate action to take when a system fails outside of normal working hours.
- Determines how best to meet the client's business process and information management system's needs.
- Makes recommendations on appropriate solutions to system logic difficulties; responds appropriately to escalated support requirements to address application, database and maintenance problems
- Determines appropriate problem-solving procedures and decide how to best rectify the problem. Decide if a problem should be referred to others.
- Allocates time, prioritizes tasks and determines work flow. Continually assesses and adjusts priorities and manages tasks in a fast-paced and demanding environment.

SIGNATURES:

_____	_____	_____
Incumbent	Supervisor	Department Head

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Date: