POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE:	Middleware Systems Analyst	
DEPARTMENT:	Information Technology Services	
POSITION NUMBER:	00501335	
GRADE:	8	EFFECTIVE DATE: December 20, 2013

JOB SUMMARY:

Reporting to the Manager - Middleware, the position will install, design, code, test and debug programs, application software and integration solutions at all levels of complexity, using Java, Perl, Oracle, Unix and other tools. The role will coordinate and implement the planning, development, installation and support of data management systems and enterprise software applications, as well as analyse and revise existing system logic difficulties as necessary. Will also resolve problems autonomously in the absence of readily available support and prepare documentation of system configurations as well as procedures. This role supports the ongoing production and maintenance of PeopleSoft Finance, HR and Student Administration, as well management of the PeopleSoft environments.

The incumbent is required to maintain a high degree of technical knowledge, provide technical support / services to units or departments, including develop and maintain support vehicles such as training sessions, seminars and documentation.

KEY RESPONSIBILITIES:

- Install, design, code, test and debug and maintain applications and integration solutions. Analyse and revise existing system logic difficulties as necessary, modify procedures and document all program changes using change management and version control.
- Coordinate and implement the planning, development, installation, tuning and support of data management systems and enterprise software applications. Prepare documentation of system configurations, operational procedures and work plans in accordance with university ITS policies and procedures. Provide on-going support and maintenance.
- Manage the PeopleSoft environment which consists of web servers, application service reporting and process scheduler environments and may include various tools such as PeopleSoft Tools, Change Assist, Upgrade Assist, Apps Designer, Data Mover, SQR, SQL, and STAT for change management and version control.
- Maintain a high degree of technical knowledge in the use of computer operating systems, software applications, computer networking, and other aspects of information technology. Shares knowledge and actively contributes to planning and project meetings.
- Provide technical support and consultation to units or departments for a variety of information systems and applications. Assist with the identification and resolution of

complex database design, maintenance problems and system integration problems. Provide assistance and support application and integration development teams with tuning and troubleshooting,

- May guide junior staff and coordinate workflow. Delegate tasks and determine priorities as necessary.
- Assist with the development and teaching of application-related courses / seminars. Prepare training documentation.
- Provide regular and emergency after hours maintenance and technical support for production systems. Ensure that system security, backup, and recovery mechanisms are operational.
- Undertake other duties as required in support of the unit or department.

REQUIRED QUALIFICATIONS:

- University degree in computer science or related area.
- Several years of experience in a client-service, project-driven, team-based environment.
- Consideration will be given to an equivalent combination of education and experience.
- Demonstrable technical proficiency in modern Web application programming, database environments and scripting language.
- Familiarity with a wide range of computing and communications technology, including Linux and Windows servers, is expected.
- Experience with supporting and maintaining open source applications is an asset.
- Familiarity or experience with various tools including PeopleSoft Tools, Change Assist, Upgrade Assist, Apps Designer, Data Mover, SQR, SQL, and STAT for change management and version control is an asset.
- Experience in project planning.

SPECIAL SKILLS:

- Well-developed programming skills, with demonstrated technical knowledge of Java and Perl programming and relational databases such as Oracle.
- Ability to adapt to a changing work environment and to acquire new skills and working knowledge as it becomes necessary.
- Very strong analytical and problem-solving / troubleshooting skills in order to understand problems or assist in systems design / development as well as research solutions for problems that may have no readily available support.
- Ability to find effective solutions to conflicting requirements.
- Effective interpersonal and communication (verbal and written) skills to interact with and support both technical and non-technical staff, vendors, customers and clients at all levels.
- Experience working in a client-service, team-based environment as well as independently when necessary.
- Strong reading and writing skills needed for the documentation of system and application software.
- Effective time management and prioritization skills in order to handle a broad range of responsibilities and frequent interruptions.

DECISION MAKING:

- Determine appropriate problem-solving procedures and decide how to best rectify the problem. Decide if a problem should be referred to others.
- Allocate time, prioritize tasks and determine work flow. Continually assess and adjust priorities and manage tasks in a fast-paced and demanding environment.
- Determine content of presentation and documentation in order to best meet the audience needs.
- Determine appropriate action to take when a system fails outside of normal working hours.

SIGNATURES:

	Date
Incumbent	
Manager	
Department Head/Director or Designate	