

City of Thorold

IT Systems Analyst (Non-Union)

Department.....Finance	Reports to.....IT Manager
Pay Grid Level..... 5	Hours of Work.....35
Position FamilySupport	Location.....City Hall

Job Summary

Reporting to the IT Manager, the IT Systems Analyst is responsible for corporate wide first level support to all users of computers, mobile devices, A/V systems and both on premise and hosted applications. This position prioritizes issues, identifies trends, researches and implements solutions. In addition the position is responsible for handling routine maintenance and changes to all City systems.

Qualifications

	Minimum Requirements
Education	<ul style="list-style-type: none"> • Post Secondary education in a computer / IT related field
Experience	<ul style="list-style-type: none"> • Minimum three years experience providing computer support in a predominantly Microsoft-based network • Municipal experience considered an asset • Experience supporting a primarily Microsoft-based suite of systems • Experience supporting financial systems considered an asset • Experience with Linux considered an asset
Qualifications, Certifications or Designations	<ul style="list-style-type: none"> • Excellent interpersonal, project/time management, analytical, communication, presentation, and troubleshooting skills • Extensive support knowledge of Windows Operating Systems and Microsoft Office Suite • Working knowledge of Microsoft Exchange Server and SQL Server • Comprehensive knowledge of IT systems hardware and software • Working knowledge of network devices such as routers, firewalls, switches, and wireless access points • Working knowledge of Mobile Device Management solutions • Skillful in software development utilizing programming languages such as .NET, PowerShell, Python, JavaScript, SQL, etc. • Working knowledge of Public Key Infrastructure systems. • Working knowledge of VMWare vSphere or other virtualization platforms • Working knowledge of enterprise level network routers, firewalls, switches, wireless access points from for example Cisco, Juniper, HPE, etc. • Working knowledge on the roles and maintenance of key services such as DNS, SMTP, HTTP, Active Directory, DHCP, RADIUS

Supervision

# of Reports	Direct: 0
Titles of Direct/ Indirect Reports	Not Applicable

Duties & Responsibilities

- Maintain Microsoft Active Directory, performing routine account creation, deletions, and permission changes
- Research and recommend new equipment and best practices
- Ensure the highest standards of confidentiality and integrity at all times
- Maintain both web and email spam filter appliances
- Maintain backup and recovery systems for all servers and networking equipment
- Provide support for line of business applications including, but not limited to, Microsoft Dynamics Great Plains, Stone Orchard, CityWide, FirePro2
- Deploy and maintain corporate hardware and software, including equipment installation, relocations, and reconfigurations
- Maintains inventory system for IT hardware and software licenses
- Troubleshoot A/V and IT systems including servers, workstation hardware and software applications, printers, wired and wireless networks when issues are reported to find and implement solutions or escalate to 3rd parties as necessary.
- Provide training to staff on operation of IT and A/V systems.
- Routine maintenance of IT systems such as servers and workstation such as operating system and software application patching.
- Monitor City systems for performance and availability issues and takes remedial actions as required
- Ensures that requests for access changes are properly authorized and that these changes will not compromise the security of City systems.
- Setup and configuration of telephone systems, both VoIP and cellular.
- Works with staff to identify inefficiencies and creates technical procedures, software programs / scripts, or macros to improve productivity
- Evaluates and scores IT-related RFP submissions as part of a team
- Creates automations for new software deployments and updates as necessary.
- Creates automations where possible of routine system maintenance

People Leadership

- Provides leadership to various departments and/or software providers, to assist with the implementation and/or expansion of their programs/projects
- Determines and gathers required information from the other departments to design and implement solutions based on their requirements

Working Conditions

- Work is judged primarily on overall results; frequently develops methods to achieve desired results;
- Work evenings and weekends when required (infrequent)
- Participate in on-call rotation for emergency support.
- Frequent mental and visual alertness

JOB DESCRIPTION

- Frequent vehicle operation and occasional walking
- Errors may result in lost or reduced productivity, public embarrassment, customer dissatisfaction,
- Employee works on own referring significant changes to manager
- Regular contacts inside the organization; explain policies/procedures to ensure understanding
- Able to work with minimal supervision
- Ability to carry up to 10 kgs

Approvals

	Name	Signature	Date
Director	Maria Mauro	<i>Maria Mauro</i>	July 20, 2022
Chief Administrative Officer	Manoj Dilwaria	<i>Manoj Dilwaria</i>	July 20, 2022

IMPORTANT NOTE

The statement above reflects the principal functions and duties as required for proper evaluation of the job. Other related duties can only be considered part of the job if they directly relate to the primary function contained herein.

Created: October 2020 Revised : July 2022

	Name	Signature	Date
Incumbent			