

## Application and Infrastructure Analyst I

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### **DEFINITION**

Work at this level involves the hands-on delivery and maintenance of IT applications, infrastructure and services. Work requires general knowledge of a variety of technology stacks, areas, and domains, including knowledge of the integration within a single technology. Incumbents may be designated to a specific technology, and are focused on the delivery of the technology. Incumbents provide operational support, including troubleshooting and proactive monitoring of existing applications. Incumbents have limited involvement in planning and analysis activities; however, may assist in systems analysis activities and participate in pieces of solution delivery as delegated by senior levels or project managers.

Assignments are generally more support related projects and are assigned and monitored by senior levels and/or a project manager. Incumbents adhere to work plans and analyze, develop and evaluate computer based systems, including operational performance requirements, database, standards and documentation. There is limited involvement in long range planning activities, and typically no involvement in costing or budget activities.

Incumbents are capable of operating independently within a single technology under moderate supervision. Contact is generally internal with their team; communication outside the team is primarily for information exchange (status reporting, or collecting information for troubleshooting). Incumbents may provide mentorship and cross training to less experienced staff.

### **TYPICAL DUTIES \***

Performs solution delivery and operational maintenance for low-risk/complexity assignments and projects (well defined deliverables with identified start and end points, small number of users, existing technologies, solutions generally use a single technology); or works as part of a project team on larger projects.

Installs, configures and maintains server infrastructure and systems to support and improve the efficiency of operations.

Analyzes, develops and evaluates computer based systems, including operational performance requirements, database, standards and documentation for a single technology or major application.

Is involved in phases of projects as assigned by senior levels, or project managers (research, feasibility, design, development, implementation, maintenance).

Monitors tickets and ticket triage (escalated calls from helpdesk) responding to equipment malfunctions, unusual or other situations that impact on system performance, performs diagnostic and other problem solving activities and implements remedial procedures as required.

Assists with executing planned enhancements, maintenance and support of departmental applications and other IT services.

Maintains existing systems (keep the existing running: checking logs, batch completion, incident and service request tickets, trouble shooting).

Performs hands on testing, unit testing (single component), document and procedures testing, and pre-user acceptance testing; implements patches.

Performs other related duties as required.



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### KNOWLEDGE, ABILITIES AND SKILLS

General knowledge and skills in a variety of technology(s) including knowledge of integration.

Ability to perform troubleshooting, solution delivery and maintenance of existing systems.

Understanding of City of Edmonton IT processes, procedures, and architectural guidelines.

Awareness of emerging technologies.

Skilful application of analytical, creativity, judgment, and initiative skills.

Strong organizational skills with the ability to multi-task, manage time effectively, and handle tight deadlines.

Strong analytical, problem-identification and process analysis skills.

Ability to establish and maintain good working relationships and collaborate with others.

Ability to provide guidance and direction to less experienced staff

Ability to work independently as well as in a team environment.

### TRAINING AND EXPERIENCE REQUIREMENTS

#### Job Level

- Degree in a related discipline and 1 year of relevant experience
- OR Post secondary diploma in a related discipline and 2 years relevant experience
- OR 1 year related certificate\* and 4 years relevant experience

#### OC Level

- Degree in a related discipline
- Post secondary diploma in a related discipline
- 1 year related certificate\* and 2 years relevant experience

\* *Relevant computer certificate programs generally have a minimum of 700+ instructional hours and will include relevant course work to the position. Completion of the twelfth (12<sup>th</sup>) school grade or GED is required.*

*This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	21M	21A	21B	21C
Job Code	3249		3248	
Grade	044		044	

Originated: 2012  
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