

Senior IT Analyst

DEFINITION

Work at this level involves in-depth knowledge of a diverse set of standard and advanced analytical, facilitation and consultative techniques to determine business process and technology change requirements to support organizational business goals. Incumbents will lead the analytical work segments under the direction of a project manager for projects and under the direction of IT Management for operational initiatives of all sizes and complexities. The Senior IT Analyst is typically assigned work which results in significant organizational change, has high strategic value and visibility to the organization, and external stakeholders. Incumbents plan, manage and lead analysis activities for large complex and strategic initiatives and formally utilize analysis, facilitation and consultative techniques, tools and processes throughout the entire initiative life cycle.

The Senior IT Analyst works on strategic issues consulting with clients and managing all levels of stakeholder involvement and relationships, including those with senior management and external stakeholders. On large projects, the Senior IT Analyst is assigned as the sole IT Analyst or as the lead of a team of IT Analysts. When functioning in a lead analytical capacity, the Senior IT Analyst plans, prioritizes and coordinates work assignments of others and is responsible for results by ensuring solutions meet standards and deadlines. The Senior IT Analyst mentors less experienced analysts and IT staff, provides leadership and may supervise a team of analysts on transformational initiatives that impact the entire organization.

A Senior IT Analyst may also function in a role as a subject matter expert with in-depth knowledge and significant experience in the configuration of the functionalities delivered by specific technology products and software. This includes a strong level of understanding of the business processes and integration points related to several other technologies and/or business units. The Senior IT Analyst is involved in creating directives, guidelines and standards for their area of practice. Incumbents may possess advanced skills in IT change management, problem resolution, security, business intelligence or data analytics.

TYPICAL DUTIES *

Lead analysis activities for large and complex projects and strategic initiatives (significant organizational change, high risk/cost/visibility, where the results impact several departments and even external stakeholders).

Analysis requires consideration of alternative options to deliver recommendations for the best use of technology, in order to balance business needs against potential risks. This requires a thorough understanding of the integration between multiple technologies and/or business units, ensuring the problem or opportunity aligns with strategic goals and business objectives across multiple business domains.

On large projects, when functioning in a lead analytical capacity, will plan, prioritize and coordinate work assignments of others and are responsible for results by ensuring solutions meets standards and deadlines.

Regular interaction with senior management for the purposes of presenting requirements packages, options and recommendations, and influencing (creating buy-in, leading change management).

The following duties may be overseen by the Senior IT Analyst when leading a team, or performed by the role when acting as the sole IT Analyst support on a large project or strategic initiative:

Consult with users, solution architects, project manager and stakeholders to develop business processes that align with technology and produce required business outcomes. Translates business process needs into functional specifications and/or makes required configuration setting changes.

Documentation of requirements, alternatives, recommendations, specifications, configuration changes, test scenarios and test results.

Conduct elicitation and validation activities for large, complex and strategic initiatives. Build and lead focus groups, generally with external or senior level management.

Perform requirements management and analysis activities typically for large size projects and operational initiatives.

Serve as a Subject Matter Expert (SME) with in-depth knowledge (expertise) of the functionality and configuration settings delivered by specific technologies when leading activities for large size projects and operational initiatives. Create and maintain master data for system wide usage by many business areas.

Perform analysis of COE business processes to ensure alignment with software application functionality. Configure or adapt system settings to realize the required business outcomes requiring consideration of integration points as part of the process. Work with the solution architect to determine the best configuration, development, interface, authorization, data conversion and reporting solutions.

Responsible for development, testing, business approval and creation of the audit trail for all changes to COE production environments.

KNOWLEDGE, ABILITIES AND SKILLS

Proficient in business analysis activities and capable of applying theoretical body of knowledge, including the ability to apply a variety of standard and advanced analytical techniques and tools.

Extensive knowledge of business issues and processes as well as IT resources and enabling technologies.

Ability to make decisions in accordance with established policies, guidelines and standards.

Skilled in the use of advanced analysis, facilitation and consultative techniques and tools and the ability to apply them in multiple settings of significant complexity.

Excellent verbal and written communication skills including the ability to effectively consult with clients on a diverse range of business activities.

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

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| Salary Plan | <u>21M</u> | <u>21A</u> | <u>21B</u> | <u>21C</u> |
| Job Code | | | | |
| Grade | 039 | | 039 | |
| Originated: | 2012 | | | |
| Last Updated: | | | | |
| Previous Updates: | | | | |

Ability to identify and document requirements, develop and deliver presentations to clients, facilitate discussions, negotiate and build consensus, etc.

In-depth knowledge of the functionality delivered by specific technologies, including configuration settings, and an understanding of points of integration with other technologies.

Ability to lead analysis activities for large and complex projects and operational initiatives and provide mentorship to less experienced IT Analysts and other IT staff.

Knowledge across IT infrastructure, information and application technologies, including working knowledge of COE Enterprise Architecture.

Ability to analyze and resolve complex problems where conflicts exist between the business processes used by the corporation and the software application functionality.

In-depth knowledge of Microsoft Office tools, including other computer applications and related programs in support of the business activities. Knowledge of the functionality delivered by specific technologies.

TRAINING AND EXPERIENCE REQUIREMENTS

- Degree in a related discipline and at least 6 years experience in an IT Analytical role or equivalent including demonstrated ability to lead initiatives of all sizes and complexities. Formal certification in the area of expertise is desirable.
- OR Post secondary diploma and at least 7 years experience in an IT Analytical role or equivalent including demonstrated ability to lead initiatives of all sizes and complexities. Formal certification in the area of expertise is desirable.

** 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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