**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Reporting Systems Analyst

**Job Number:** C-072

**NOC:** 2171

**Band:** 11

**Department:** Information Technology

**Supervisor Title:** Manager, Information Systems

**Last Reviewed:** September 25, 2012

**Key Activities**

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| 1. Design, development, maintenance and evolution of institution Reporting applications and associated databases. | **30%** |
| 1. Integration and interfacing of Reporting applications with Enterprise systems and databases (currently Colleague), and other third party computer applications as required. | **30%** |
| 1. Implementation of automation in processing of data transfers and interfaces. | **15%** |
| 1. Evaluate and recommend evolution of Reporting application system architecture. | **10%** |
| 1. Troubleshooting - Assist users in locating causes of and solutions to systems problems. | **5%** |
| 1. Develop and integrate application security in conjunction with Enterprise identity-management and directories. | **5%** |
| 1. Develop and deliver training, user documentation, instructions and help text for supported applications. | **5%** |

**Analytical Reasoning**

Analysis is required in examining and evaluating the complex needs and concerns of departments by clarifying reporting requirements, evaluating established workflow procedures and practices internal and external to the department, and assessing options to determine the most efficient means to meet objectives within the information policies of the organization. Support of these reporting services requires the ongoing assessment and adaptation of new technologies as they pertain to the evolution of the reporting application system.

**Decision Making**

Propose reporting solutions based on the specific requirements analysis for individual departments.

Assist in developing appropriate policies and procedures for generating reports and information dissemination.

Propose and develop the reporting application system and select adaptations to deal with evolving technical issues and enhancing efficiency as reporting requirements change including the selection of third party software.

**Impact**

The consequence of errors in decision making will impact the organization at all levels. Academic deans, Faculty and University Administrators all rely on accurate reporting for preparing annual budgets, monitoring expenses, and tracking funds received by the University from grants, contracts, donations, sales and services and investments. In addition internal and external financial auditors rely on accurate reporting to carry out their duties in accordance with Provincial and Federal laws. Some errors are not easy to identify and left undetected may affect recommendations, decisions or actions, leading to a moderate negative impact to the whole university.

**Education**

Honours University Degree (4 year) of Science in Computer Science or related field.

**Experience Required**

A minimum of 3, but ideally 5 or more, years of experience in ‘direct systems’ development and support in an Enterprise environment.

**Communication**

Internal:

* On-going communication with Faculty representatives, University Administrators and support staff providing consultation in assessing report requirements and making recommendations, including persuading stakeholders (if need be) to invest in third party software to meet their specific requirements.

External:

* Occasional contact with third party software vendors and information hosts (eg. Government) outside the organization

**Motor/ Sensory Skills**

* Job duties include keyboarding throughout the day; dexterity requires a high level of precision.

**Effort**

Mental:

* Effort required includes mental demands such as visual attention and sustained concentration, for hours at a time on a weekly basis, to input and/or verify the accuracy and completeness of detailed information contained in financial reports, spreadsheets, databases or programming code. The level of effort is increased with frequent interruptions and distractions over which the job has little control. The total effort leads to some fatigue.

Physical:

* Occasional effort requires the disconnection of computer hardware (CPUs, monitors) and carrying then from Blackburn Hall to IT for servicing. Once service is complete the items are then returned to Blackburn Hall and re-connected.

**Working Conditions**

Physical

* Keyboarding can result in carpal tunnel syndrome
* Long periods of sitting result in joint stiffness and back strain.

Psychological

* The working conditions include dealing with strict deadlines and little control in regards to pace of work which often results be required to work outside the normal work day schedule.
* Conflicting work priorities. Client priorities often change.
* Multiple competing demands from clients.
* Deadline/time pressures