#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Analyst/Programmer

**Job Number:** C-076 | VIP: 1459

**Band:** OPSEU- 11

**NOC:** 2174

**Department:** Information Technology

**Supervisor Title:** Manager, Information Systems

**Last Reviewed:**  June 8, 2016

#### **Job Purpose:**

Reporting to the Manager, Information Systems, the incumbent will operate with minimal supervision, wide latitude for independent judgment, and is responsible for a broad range of duties. This position requires programming and application development expertise, operating with minimal supervision and wide latitude for independent judgement.

#### Key Activities:

1. Application design, analysis, programming, implementation, testing, optimization, and problem resolution in the enterprise systems environment, using vendor supported development tools including Colleague Studio, Envision Basic, Envision Toolkit, Microsoft .net using C#, PHP and SQL. Support both client based and web based applications. Ellucian’s Colleague application suite includes Core, Finance, Student, WebAdvisor, Student Planning and Self Service modules.
2. Trent’s application environment also includes PHP/MySQL applications and a Drupal based institution web site. Expertise and knowledge with PHP and SQL is required.
3. Provide support for third party software systems as required.
4. Development of institutional and enterprise system requirements and cross-functional project management in the application of these requirements.
5. Design, development, maintenance, automation, and operation of Enterprise user identity-management systems, interfacing with internal and external directory systems.
6. Design, development, programming, implementation, and maintenance of Enterprise data-reporting mechanism(s) including Microsoft SQL and SQL Reporting Services.
7. Design, development, maintenance and evolution of corporate on-line, including web-based integration with external transaction providers and the University’s Enterprise Resource Planning system (e.g. e-payment systems).
8. Preparation and maintenance of design documents, specifications, work plans, and records of systems configuration.
9. Coordination of change control on applications, including automation of change request processes.
10. Provide end user support, training, and consultation regarding the best practice for enterprise and institutional systems.
11. Review and recommend evolution of Enterprise Resource Planning system architecture.
12. Maintenance of an awareness of industry best practices; liaise with vendors and other third-party providers to stay abreast of technology evolution, software revisions, bug fixes, and to obtain product information.
13. Communication, collaboration, and mentoring others to co-ordinate plans within the overall Enterprise systems architecture.
14. Receive and manage confidential, personal, and proprietary information using sound judgment to remain in compliance with all university policies and privacy legislation applicable to the situation.

#### Education Required:

Honours University Degree (4 years) in Computer Science or equivalent education.

#### Experience/Qualifications Required:

1. Five or more years of directly related progressively responsible experience, three of which are recent experience in administration of a production administrative application in a secure Unix environment, including two years of experience in systems programming and management of a major relational database and use of the associated tools (e.g. CASE, Visual Studio, WEB publishing tools, PHP, SQL, ODBC, data warehouses, DSS). Should have experience programming with Envision Basic in a Colleague Environment with a Unidata database. Comparable enterprise development environments and comparable structured databases like SQL or Oracle would be considered. Experience with .net and C# would also be beneficial. Three of the above five years must also include experience operating in a Project Management environment.
2. Demonstrated problem solving skills, consultation and analysis skills and collaboration skills. Knowledge of internal consulting models applicable to the public sector.
3. Ability to handle parallel projects and priorities. Experience in producing policies and procedures that may be interpreted by both the technical and non-technical end user.
4. Programming experience in major systems implementation languages, preferably BASIC, PHP, and C#.
5. Practical experience in the use of Ellucian Colleague using Unix is desirable.
6. Excellent interpersonal, time management and communication skill.
7. Demonstrated ability to both apply policy and take direction.
8. Demonstrated ability to work independently and as a member of a team.
9. An open-minded proactive approach to problem solving.

**Job Evaluation Factors:**

**Communication:**

**Internal Contacts:**

* Potentially all Trent staff at all levels from front line administration to executive management.
* IT System Administrators.
* Systems end users and managers to review specifications, develop solutions, solve problems, and provide training.

**External Contacts:**

* ERP Vendor(s): Ellucian
* OUAC, OSAP, and Ministry of Advanced Education and Skills Development
* Technical support for other systems. E.g., Blackboard, Raisers Edge, etc.
* Will need to communicate with external contacts for various systems to resolve issues, develop interfaces and investigate new solutions.
* Other Ontario Colleague University IT Staff - discuss policies, procedures and progress regarding Colleague implementation.

**Motor/Sensory Skills:**

**Motor Skills:**

* Requires high level of keyboard proficiency with a high requirement for speed and accuracy.
* Errors are not always caught by syntax checkers and could cause bugs and/or errors.

**Effort:**

**Mental Effort:**

* Job requires a very high level of mental effort.
* Sustained periods of concentration and problems that may take hours, days, weeks or months to resolve.

**Physical Effort:**

* Keyboarding and mousing.
* Requires long periods of sitting and working at a workstation on a computer.

**Working Conditions:**

**Psychological Conditions:**

* Continuous and changing deadlines.
* Conflicting deadlines and competing demands.
* Many interruptions for support and problem resolution.
* Must deal with multiple competing projects and tasks.

**Physical Conditions:**

* Normally has regular office working conditions. On occasion will need to work early morning, evening or weekend to implement new systems, upgrades and patches. These can normally be scheduled in advance.
* May need to be called in work to support problems or system failures.
* Keyboarding can result in carpal tunnel syndrome
* Long periods of sitting result in joint stiffness and back strain.