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**Department of Human Resources**

**OPSEU JOB DESCRIPTION**

**Job Title:** Senior Analyst/Programmer

**Job Number:** C-078

**NOC:** 2174

**Band:** 13

**Department:** Information Technology

**Supervisor Title:** Manager, Information Systems

**Last Reviewed:** September 26, 2017

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**Job Purpose**

As the most senior member of the Analyst/Programmer team, the Senior Anaylst/Programmer is a well seasoned Analyst/Programmer with significant experience in administration of a production administrative application in a secure Unix environment. The incumbent should enjoy providing assistance and expertise to Analyst/Programmers and is comfortable taking a lead role in interfacing with stakeholders across the organization. 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:

**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, and Microsoft .net using C#. 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. Administration and support of Trent’s Enterprise Resource Planning software (ERP), Colleague. Including maintaining test and development environments, and installing application patches and upgrades.
3. Providing programming guidance, mentorship and support to Analyst/Programmers and assigning work to Analyst/Programmers under the guidance of the Manager, Infromation Systems.
4. Taking a lead role in the development of institutional and enterprise system requirements and cross-functional project management in the application of these requirements.
5. Leading the research surrounding upcoming changes as related to Trent’s ERP and its components and working closely with System Administrators to devise plans related to systems updates, fixes, and enhacements.
6. Working closely with the Manager, Information Systems in maintaining a relationship with key vendor contacts necessary to advance the utilization and enhacement of Trent’s ERP System.
7. Designing, development, maintenance, automation, and operation of Enterprise user identity-management systems, interfacing with internal and external directory systems.
8. Designing, development, programming, implementation and maintenance of Enterprise data-reporting mechanism(s) including Microsoft SQL and SQL Reporting Services.
9. Designing, 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).
10. Preparation and maintenance of design documents, specifications, work plans, and records of systems configuration.
11. Coordination of change control on Enterprise applications, including automation of change request processes.
12. Providing end user support, training and consultation regarding the best practice for enterprise and institutional systems.
13. 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.
14. Receiving and managing 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 year) in Computer Science or equivalent education.

**Experience Required**

1. Seven or more years of directly-related progressively responsible experience, five of which are recent experience in administration of a production administrative application in a secure Unix environment, including three 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, 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. Five of the above seven 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 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.

**Responsibility for the Work of Others:**

**Direct Responsibility for the Work of Others:**

None

**Indirect Responsibility for the Work of Others:**

None

**Communication:**

**Internal Contacts:**

* Potentially any and 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
* 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.