

POSITION DESCRIPTION

IT Technical Analyst

Reports to:	IT Application Support Lead
Direct Reports:	N/A
Location:	Calgary

MANDATE

Contribute to Tier 2 Support by understanding business needs, advising on the choice of applications and technology to meet those needs, and providing ongoing technical and administrative services for internal and external stakeholders.

KEY RESPONSIBILITIES

- Develop a deep understanding of the business and the relevant technologies required to meet business needs.
 - Establish effective relationships with business stakeholders
 - Stay current on technology trends and developments
- Effectively use stakeholder feedback to analyze, improve, design and implement efficient IT Systems
 - Meet with and gather feedback from business stakeholders
 - Plan, monitor, organize and oversee projects
 - Enhance applications and support third-party software
 - Run tests and investigations on application issues, and recommend solutions
- Provide advice and training to new employees on IT procedures and processes
- Provide the expertise to resolve all IT issues
- Contribute to the ongoing maintenance of accurate and up-to-date filing systems
- Work effectively with other key roles such as Project Managers, Business Analysts, Security and Privacy Experts, Software Developers and Teir 1 Support providers.
- Actively contribute to team meetings to ensure that the IT Department is developing technology, and delivering technology services, in the most cost-efficient way

QUALIFICATIONS

EDUCATION:

- Bach Degree in Computer Science, Computer Engineering or related IT field

EXPERIENCE:

- 3-5 Years of successful experience in a similar role
- Familiarity with programming languages
- Experience using sound Project Management methodology
- Demonstration of strong planning and organizational skills, meeting deadlines and adjusting to accommodate emerging business priorities

COMPETENCIES AND ATTRIBUTES:

- Effective communication skills:
 - ability to listen and understand
 - ability to articulate and be understood
- Strong analytical, problem-solving skills and attention to detail
- Tirelessly curious about the 'why':
 - Needs to see a connection to business need
 - Focuses on the intricate details, and, has an eye on the big picture
- Works well without supervision, and is an effective team member focused on collective results