**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Systems Analyst

**Job Number:** L-083

**NOC:** 2282

**Band:** 8

**Department:** Library & Archives

**Supervisor Title:** Client Support & Technical Services Librarian

**Last Reviewed:** January 13, 2014

**Job Purpose**

Reporting to the unit librarian, the incumbent works with the Library Systems Administrator and colleagues in the Library and IT to ensure smooth and efficient delivery of Library resources and services to clients and staff through the provision of systems support. With expertise in assessment, delivery and maintenance of library service platforms and client support, the incumbent shares responsibility for the software and hardware associated with academic library services, including implementation of librarians’ recommendations for web pages and applications. The position is also responsible for creation and maintenance of documentation including user manuals and coding profiles and provides first response support for Library staff in immediate resolution of software and hardware issues that affect client services. The incumbent supports the training through delivery of instructional programs and documentation for select library technology. This is a multifaceted technical support role that share on-call responsibilities with the Library Systems Administrator and contributes to public client support functions.

**Key Activities**

1. Provides a range of library systems and staff support by investigating, analyzing, documenting, and resolving issues related to library service platforms including the Library website, integrated library system, locally developed/delivered applications, web proxy servers, and web scale management solutions.
2. Works with staff and librarians on assessment, implementation, and problem resolution related to library services platforms.
3. Works with Library Systems Administrator on responding to library service issues posted on issue tracking system through investigation, communication, documentation, and resolution of problems as quickly as possible.
4. Evaluates, recommends, configures and implements software and hardware through an analysis of functional business needs.
5. Provides first response for technology issues, subsequently developing and maintaining shared service logs for problem identification and resolution.
6. Customizes hardware and software for library applications as appropriate.
7. Contributes to testing, design, development, implementation and maintenance of the Library’s website.
8. Creates and maintains the Library’s locally developed software and forms, and creates and maintains user and coding manuals for same.
9. Designs, delivers, and documents instructional programs for Library staff as required.
10. Collaborates with IT to ensure streamlined delivery of library services.
11. Shares responsibility for maintaining inventory of Library software, hardware and peripherals.
12. Shares on-call responsibilities with Library Systems Administrator.
13. Contributes to Client Services with regularly-scheduled shifts on the public service desk.
14. Supports local digitization initiatives for print and born digital objects.
15. Stays abreast of emerging technologies and media trends and embraces innovation and experimentation with technology
16. Other responsibilities as assigned.

**Education**

General University Degree (3 year) in Computer/Information Science/Systems or similar OR College Advanced Diploma (6-semester Computer Engineering or similar) including courses on software development, systems analysis, and client support.

**Experience Required**

* Over two years and up to four years recent and directly related experience with system analysis and project management in an academic library, including software and hardware deployment.
* In depth experience with library services platforms including integrated library systems, web scale management systems, and web proxy servers.
* Experience with to troubleshooting and follow up documentation for system and hardware issues.
* Ability to exploit and contribute to library service software solutions developed by and for the academic library community.
* Ability to leverage cost-effective emerging library technologies with emphasis on web based applications.
* Ability to support learning with the business productivity tools including Office 365 and Adobe Acrobat.
* Experience with CSS, HTML, Java, and Drupal.
* Experience with PHP and SQL.
* Experience managing an enterprise wiki and working with issue tracking software.
* Experience working with software in a hosted environment.
* Ability to handle multiple priorities in a changing environment, to organize workload and to multi-task effectively.
* Ability to collaborate with colleagues on development of new services and problem resolution.
* Physical agility required for hardware installation and ability to lift up to 10 kilos.
* Evidence of engagement in the workplace and profession.
* Excellent social skills and a positive attitude are essential along with a demonstrated commitment to continuous learning.
* Ability to share on-call duties evenings and weekends, and to be scheduled for public service desk shifts.
* Other duties as required including provision of statistics.