Professional Position Description

Section I	Position Information	Update Only ☐ Classification Review ☒
Position Title		Systems Configuration Analyst
Position #		998674, 998675, 998676, 998677, 998678
Department		Office of Digital Strategy, Information Technology
Classification Level		A
Reports to		Manager, DevSecOps
Effective Date		March 12, 2021
Position Summary Briefly describe the main purpose(s) of the position		The Systems Configuration Analyst provides subject matter expertise in the use and support of vendor-specific systems that support our users. The analyst assists in improving operational effectiveness by ensuring business processes effectively leverage vendor-specific systems functionality. The position is a primary resource in configuring, maintaining, and classifying user security and access permissions within the Application suite and providing source information to inform institutional planning relating to vendor-specific systems.
Duties and Responsibilities Organize by key responsibility area and include % of time spent where possible		- Combines functional knowledge with technical expertise to support vendor-specific systems users - Liaison between vendor-specific systems users, Business Analysts, and Developers as a subject matter expert to provide insights and technical knowledge to inform decisions relating to requests for enhancements and bug fixes - Recommends business process changes, where efficiency or increased functionality can be achieved - Coordinates updated/new work processes with relevant supervisors of applicable units - Problem solves within vendor-specific systems where current AU business practices do not fit or could be improved - Coordinates the resolution of technical problems associated with enhancements or bug fixes - Primary contact for user access and maintenance issues as routed by the Technical Service Call Centre for resolution - Troubleshoots issues which interfere with departmental operations, and recommends business process changes - Assists in the identification and resolution of duplicate ID's within the vendor-specific systems, where applicable - Assigns appropriate security roles as per the IT Division security standard operating procedures and access permissions for users and assigns and removes access as required - Maintains and controls validation tables - Uses query tools to extract and customize data views for analysis, investigation, and resolution of user issues - Provides instructional support so users can do their own ad hoc reporting - Investigates and corrects vendor-specific systems data and business issues - Creates and maintains step sheets, check lists, and procedures relating to user maintenance, and security set-up following the

	IT division's standard operating procedures within the vendor-specific systems
	• Evaluates patches and new versions
	• Provides input to roadmap schedule
	• Liaises with Testing Specialists to provide subject matter expertise to facilitate the creation of SIT and UAT test plans and scenarios
	• Participates in vendor-specific systems SIT testing of enhancements or new versions of the vendor-specific system
	• Determines requirements for training documentation based on new enhancements or approved process changes
	• Liaises with Manager, Technical Service Training and Technical Service Trainers to provide input into updated training documentation
	• Other related duties as required
Occupational Health and Safety	Responsible for awareness of one's OHS related responsibilities as an AU employee and for participating in the AU OHS Program as required.
Classification Factors	
Communication	Uses well developed interpersonal skills to understand both business and technical language to function as a liaison between departments. Interprets business requirements as they apply to technical solutions. Responsible for problem analysis and resolution of user issues. Maintains regular contact with senior management and external consultants.
Supervision	May assist with supervision of summer students and interns.
Impact of Service or Product	Must have high-level access to secure enterprise systems. Errors at this level of access can impede University operations. Information management custodianship is a major responsibility, as these vendor-specific systems hold critical administrative information. Access to highly confidential detailed and summary information, which may be used to influence managerial decision making.
Independence of Action	Under the general guidance of the Manager, DevSecOPs, the Systems Configuration Analyst must independently plan tasks around competing priorities and complete them under restrictive timelines.
Complexity	A high level of creativity and innovation is required to adapt to new University business processes in order to ensure use of the vendor-specific systems can scale, grow and constantly take advantage of the system's new releases of functions and features. Applies subject matter expertise to implement business process changes. Undertakes immediate and corrective actions after problem identification.
Planning	Must independently plan tasks around competing priorities and complete them under restrictive timelines.

	Requires extensive planning and review of current and proposed practices to ensure they are effective and appropriate.
	Systems support and testing requires independent thought and planning.

Signatures for Section I

Incumbent's Signature _____   Date _____

Supervisor's Signature _____   Date _____

Section II
Qualifications

Includes education, experience, skills, abilities and any other special qualifications required. The qualifications relate to the position not the incumbent

- Minimum of 3 years' experience in a vendor-specific solutions environment (e.g. Ellucian products, Brightspace, AWS Tools and Solutions).
- AWS Certified Cloud Practitioner certification required.
- AWS Data Analytics Specialty Certification preferred.
- Experience in relational data and Student Information Systems environments is essential.
- Experience in testing software applications.
- Excellent analytical and problem-solving skills.
- Excellent verbal/written communication skills.
- Excellent interpersonal skills.

Signatures for Sections I and II

Department Head Signature _____   Date _____

Executive Officer Signature _____   Date _____

Human Resources Review _____   Date _____