

JOB POSTING

Date: September 9, 2021

Competition: #21-42B

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL TIME REGULAR POSITION

Position: Systems Analyst – ERP / Database and Applications

Division: Technology Services

Location: New Westminster Campus

Reporting To: Senior Manager, Enterprise Systems

Justice Institute of British Columbia:

Justice Institute of British Columbia (JIBC) is Canada's leading public safety educator with a mission to develop dynamic justice and public safety professionals through its exceptional applied education, training and research. JIBC offers internationally recognized education that leads to certificates, diplomas, bachelor's degrees and graduate certificates; exceptional continuing education for work and career-related learning and development; and customized contract training to government agencies and private organizations worldwide. Each year, over 36,000 students study at one of JIBC's six campuses in B.C., through online education, and at locations in more than 150 BC communities, as well as sites across Canada and around the world. Our education contributes to safer communities and a more just society by providing professionals with the knowledge, skills and abilities to excel at every stage of their careers and make a difference every day.

Summary:

The incumbent will be part of a team that provides staff and faculty with enterprise application support services for the administrative and teaching needs of JIBC. Under the general direction of the Senior Manager, Enterprise Systems, the Systems Analyst (SA) performs duties to support the student information system with specific emphasis on the student module and the system configuration related to this. The SA must have a detailed understanding of business processes along with system configuration options. A key skill of the SA is to map the requirements of the customer to the capabilities of the ERP system. The SA must be a proactive and capable problem solver who can anticipate business problems, audit processes, recommend solutions, and assist with the development and implementation of "best fit" solutions that improve the efficiency of the functional area systems.

Primary Responsibilities:

- Develops, implements and maintains processes, procedures, methodologies, technical, functional and corrective adjustments necessary to support database, application and ERP operational activities;
- Supports and maintains the student portal and web application environments;
- Analyses, integrates data and functionality from multiple environments and across multiple application platforms;
- Provides technical support of applications, and general troubleshooting to all the schools/academies/divisions at JIBC;

Primary Responsibilities continued:

- Provides technical expertise, advice and consultation to peers and others, including senior managers of the organization regarding Database, Applications, ERP and Learning Management Systems;
- Evaluates the performance of new technologies and recommends changes to improve operational performance of databases, web and client/server and enterprise applications;
- Assists in monitoring performance of critical applications/databases and responds to degradation of performance issues. Identifies areas of improvement, assists in supervision and coordination and implementation of changes;
- Performs database management activities including device and storage allocations; assists with monitoring, security, integrity checks, indexing, database re-organizations, capacity planning, backups/restores, scripting of technologies and reporting;
- Assists with the installation of infrastructure to host applications, databases, utilities, ERP modules;
- Project manages database/application projects and supports system implementation initiatives using project management disciplines;
- Applies change management disciplines when making changes to database/application structures, Operating Systems and application enhancements;
- Works collaboratively with other Technology Services team members on recommendations for application related processes and procedures, security administration, and application maintenance;
- Keeps abreast of technology, Enterprise Resources Planning (ERP) tools, techniques and related technologies;
- Maintains broad understanding of application administration portfolio;
- Participates as a member of the Enterprise Systems Team on projects, day-to-day activities and other duties as required or as assigned.

Qualifications & Requirements:

- Graduation from a post-secondary institution with a degree or diploma in Computing Science or Information Technology or related discipline, with a specialization in applications
- Minimum of two years' experience in a similar role;
- Or an acceptable equivalent combination of education, training and public sector experience as per above;
- In-depth knowledge of and ability to design and set up database-driven web applications using various platforms;
- Breadth of knowledge in application security, maintenance and support, including vendor relationship management and working collaboratively with external stakeholders to deploy and maintain application technologies;
- Ability to assess the business needs of the organization and understand the impact of system changes in a complex integrated environment;
- An affinity to effectively and efficiently communicate and translate business requirements into technical requirements;
- Ability to communicate complex business and technical concepts concisely and unambiguously to varying audiences;
- Ability to be a self-directed team player with strong collaboration;
- Ability to analyze and interpret complex application related problems and communicate effectively with internal and external clients;
- Strong ability to communicate (written and verbal) with all levels of the organization and vendors to interpret business objectives and ensure client satisfaction, as well as ability to explain concepts to a diverse audience;
- Ability to work well under pressure and effectively meet deadlines and organizational requirements;
- Strong planning organizational and technical skills, including the ability to perform multiple tasks and respond to changing priorities in meeting deadlines;
- Ability to effectively problem-solve in a collaborative manner;
- Ability to work independently and as part of a team;
- Ability to establish and maintain effective working relationships with a variety of internal and external stakeholders;
- Ability to respond efficiently and effectively to incidents requiring corrective, functional or technical adjustments and/or enhancements to application portfolio;
- Ability to articulate, develop and implement technical and functional solutions from concept to implementation.

Some flexibility to work evening and weekends on or off site, as required.

Please provide copies of relevant academic/technical credentials with application.

We offer a total compensation package that includes Extended Health and Dental Benefits, and enrollment in the Municipal Pension Plan after six months. In addition, we offer 15 vacation days annually (pro-rated in first year), as well as generous other leave entitlements.

Salary Range: \$66,749 to \$76,241 (BCGEU Salary Grid 25) annually with a temporary Service Improvement Allocation add-to-pay of 3.25% (\$83.15-\$94.98 bi-weekly) which will end on June 30, 2022, based on a 35 hour work week

Posting Date: September 9, 2021

Closing Date: Open until Filled

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #21-42B, via email to hr@jibc.ca.

Please contact Mike Fabri (mfabri@jibc.ca) for more information about this position.

Justice Institute of British Columbia is an equal opportunity employer and is interested in broadening the diversity of its staff. We encourage applications from visible minorities, Indigenous peoples and persons with disabilities.

