Position Posting

Position Title: Junior Systems Analyst (Full-Time)
Department: Information Technology
Immediate Supervisor: Director of Information Technology

Nature and Scope

Working closely with all members of the Brentwood community, and in support of the school's technology plan, this position will contribute to our projects as an integral member of the information technology team. This position will support and innovate the client side experience of the organization, specifically the school's centralized helpdesk.

Major Responsibilities

- Accountable to actively and effectively contribute to the development and execution of the IT Plan with the guidance of the Director of IT;
- Create innovative solutions to support teaching and business processes;
- Support the delivery of all Information Technology services and assets throughout the school including software architecture, technology architecture, business and systems analysis, systems, and processes;
- Research new and emerging technology in consultation with the Director of Information Technology;
- Maintain and support networked systems, backups and core systems;
- Ensure best practice implementation and policy enforcement related to computer and network security, the use of and access to data, and electronic communications to meet all school requirements;
- Train users and other personnel as required on the use of systems and applications. Ensure knowledge transfer and awareness of system and application updates;
- Primary conduit for end user tickets, and calls;
- Assigning tickets to technology team, and obtaining details for complex problems;
- Primary contact for asset tracking across the institution (laptops, desktops, phones, iPads, etc.);
- Tasked as lead for several technology components/systems as directed by the Director of Information Technology (E.g. cell phones, VOIP solutions, cable systems etc.);
- Write scripts to augment or optimize application performance and end user processes;
- Maintain, deploy, and research end points across the organization (laptops, desktops, audio/video etc.);
- Support end users and IT team by troubleshooting and resolving problems with applications and systems;
- Support client devices with a focus on customer service;
- Other duties as assigned.

Education/ Experience

- University degree or college diploma in a directly related field. A combination of education and relevant experience will also be considered;
- One to three years' experience working with complex information systems infrastructure, ideally in an educational institution;
- Experience with high level scripting languages like PHP (OOP) and JQuery.

Knowledge/Skills:

- Demonstrated knowledge of systems development life cycle methodologies;
- Applied knowledge of systems analysis methods and techniques;
- Practical knowledge of various operating systems, including progressive server technology;

- Comprehensive knowledge of business and technology trends and capabilities;
- Moderate knowledge of Microsoft solutions;
- Familiar knowledge of Mac solutions, and servers;
- Moderate knowledge of principles, methods, and techniques of systems analysis, design, development, implementation, and operation within a mission-critical environment;
- Ability and willingness to maintain technology skills currency; understanding of business context / trends;
- Understands classroom and business issues /opportunities; can translate them into technology solutions;
- Attention to detail balanced with the need to provide a quality product within strict timeframes;
- Excellent communication, teamwork, and interpersonal skills;
- Highly motivated and well organized;
- Ability to work with a wide variety of projects and deadlines simultaneously;
- Ability to adapt and seek solutions from a variety of perspectives.

Effort:
- Work normally requires a low level of physical effort in bending and lifting;
- Work normally requires a moderate level of manual dexterity for keyboarding;
- Work normally requires a very high level of mental effort in creating strategies, planning work, solving problems, handling multiple demands & meeting deadlines with frequent interruptions and distractions;
- Work normally requires a moderate level of visual effort in operating PCs/other office equipment.

Working Conditions
- Hours of work will be from **7AM through to 3:30 PM Tuesday through Saturday. (Sundays and Mondays off)**; schedule subject to change according to operational needs;
- Criminal Record Check clearance is a condition of initial and ongoing employment;
- Work in an open concept office with a focus on team collaboration;
- Work well under pressure and to tight deadlines, while maintaining a calm and analytical mindset;
- The work environment and the responsibilities of this position provide for a high degree of self-direction in setting work priorities. Consistent with the professional nature of the work, there is an expectation to work in excess/outside of a typical work schedule to successfully carry out the responsibilities of this role;
- Fast-paced environment that operates 6 days a week;
- Due to the in-house data processing and mission critical nature of systems and processes, some after-hours and on-call work is required to manage crisis / emergent issues;
- Infrequent travel (sometimes overnight) to attend professional development, confer with suppliers and partners, and attend off-campus school events will be required;
- This position will address the needs of a diverse community of users. Prior experience working with minors is preferred;
- Must be legally entitled to work in Canada

Qualified applicants should forward their cover letter and resume
to the attention of Human Resources, no later than at **noon on Friday May 25th, 2018.**
Fax (250) 743-8446 | hr@brentwood.bc.ca
2735 Mt. Baker Road, Mill Bay, BC V0R 2P1
www.brentwood.bc.ca