



# SYSTEMS ANALYST TEAM LEAD

JOB DESCRIPTION | JUNE 2024

## NATURE AND SCOPE OF WORK

Reporting to the Director of Information Technology (IT), the Systems Analyst Team Lead provides leadership to the IT team and is focused on the upkeep and integrity of critical IT systems and applications. Additionally, this role is responsible for all areas of IT operations including enhancing the IT systems and operations, server/workstation/network maintenance, day-to-day customer support escalations, endpoint configuration and management, and troubleshooting complex issues in coordination with various teams and stakeholders. The Systems Analyst will collaborate and participate in projects to engineer, design, build, automate, administer, and maintain, systems, servers, network, storage, data center, applications, and infrastructure to ensure SD72 has a robust, scalable, reliable, and efficient infrastructure on premise and in cloud that supports its business. This role serves as a mentor and source of guidance to other team members.

## SPECIFIC RESPONSIBILITIES

- Administers SD72 technologies such as but not limited to email, endpoint system, unified communications system, HelpDesk system, Cloud printer system, On-Prem servers, virtualization system, backup systems, infrastructure etc., and all other IT managed systems.
- Provides Tier III, critical incident response and point of escalation for difficult or complex tickets including providing individual end user support on-site or remotely via phone or email.
- Troubleshoot hardware/software and network operating systems and the removal of outdated software/hardware.
- Server builds, software installation, upgrading and licensing in Labs/Pods/Laptops and Tablet/Servers.
- Develops procedures for the reimaging of Labs/Laptops/Tablets. Reinitialize iPads, apple TVs, etc.
- Develops and maintains appropriate records and documentation including documenting change logs and communication system changes as well as drafting SOPs, etc.
- Facilitates moves of staff (relocating IT equipment).
- Develops scripts to provide automated solutions, as required.
- Technical lead on server infrastructure and endpoint/MDM management.
- Technical lead on projects including analysis, design, implementation, documentation and ensuring that assigned projects are delivered within budget and on time.
- Assists the Director of IT in recommending projects, defining priorities and scope of projects, planning, costing and implementation.
- Offers recommendations on security improvements to prevent and mitigate intrusions.
- Consults and assists educators with appropriate hardware/software solutions to support the needs of the program.

## **SPECIFIC RESPONSIBILITIES**

- Assists with procurement/purchase/installation of new technology equipment.
- Provides excellent customer service to clients while assisting schools, educators, staff and students.
- Provides excellent communication standards within IT and with clients, partners, contributors, vendors, etc., as required.
- Supports all staff and students with orientation on how to operate IT related equipment upon request.
- Provides specific automated daily/weekly/monthly/quarterly/annual reports to management on the overall health of the infrastructure landscape.
- Works in accordance with required work safe practices and in consultation with the Director IT and/or District Health and Safety Officer, creates safety procedures for the department.
- Mentors, coaches and trains IT staff, clients, partners/contributors, as required.
- May be required to assist with network analyst and other IT tasks.
- Other duties as assigned.

## **TEAM LEAD RESPONSIBILITIES**

- Supervises Desktop Support Technician, Help Desk Support Specialist and Senior Help Desk Support Specialist and ensure day to day work and priorities are on schedule.
- Allocates staff to high priority tasks as required.
- Point of escalation for difficult to close or complex tickets.
- Point of contact for Principals and Management to review individual tickets, e.g. to adjust priority of a ticket.
- Creates Standard Operating Procedures for department tasks.
- Trains new IT staff.
- Responsible for the inventory and state of the warehouse.
- Manages timesheets as required.
- In the absence of supervisor, may be required to approve vacation, OT, and other leaves of absences.
- Attends Team Lead meetings.
- Delegates coverage of the IT Helpdesk during absences or vacation.
- Responsible for ticketing (ITSM) system.

## TEAM LEAD RESPONSIBILITIES

- Oversees helpdesk management of cell phone fleet.
- Works with cell phone vendor and telecommunications wireless provider.
- Purchasing, setup, enrolling, and managing devices in Intune/Hardware upgrades and troubleshooting/repair/add Travel Packs.
- Other related duties as assigned.

## QUALIFICATIONS (Required Knowledge, Skills and Abilities)

- Bachelor's degree in computer science, information systems or equivalent combination of education and experience.
- Minimum five years' experience in IT, including experience in Networking and Information Systems in an enterprise environment.
- Minimum of two years supervisory experience, or successful completion of courses in conflict resolution and workplace leadership/supervisory skills (approximately 20 to 40 hours of instruction each).
- Strong knowledge of networking concepts and protocols include DHCP, DNS, SMTP, SFTP, SSH, SNMP, etc.
- Data centre experience in IT infrastructure support: Microsoft Server, VMWare, storage and DR.
- Knowledge and experience with Microsoft Active Directory, Azure, Exchange, Endpoint Management, Teams Voice, Office 365, Security and Compliance policies, Conditional Access policies.
- Experience developing scripts and automated solutions using PowerShell etc.
- Knowledge and experience IT governance, BCP/DR and BC privacy legislation would be an asset.
- Experience creating and analyzing security posture, policies and procedures to determine weakness in active directory and/or cloud systems security and ability to complete a thorough audit of existing measures as well as provide consistent recommendations for improvement.
- Strong verbal and written communication skills, with the ability to explain concepts and topics to clients of varying levels of technical understanding.
- Strong interpersonal skills with the ability to establish and maintain effective working relationships with a variety of internal and external contacts.
- Excellent analytical skills the ability to analyze and evaluate various data and information, develop solutions for technological problems and assess the implications of proposed changes.
- Ability to collaborate effectively, achieve objectives autonomously, to lead and/or work as part of a team, and to provide mentorship and training to other team members.

## REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS

- Bachelor's degree in computer science, information systems or equivalent combination of education and experience.
- Industry certifications in IT Systems Management, Networking and Security.
- Valid Class 5 BC Driver's License with reliable transportation.
- A clear Criminal Record Check to be updated every five years.

## **RELATIONSHIPS**

- Liaises and works with a variety of internal and external contacts including District's management staff, all employee groups, Ministry partners, and vendors.

## **REPORTING STRUCTURE**

- Reports to Director of Information Technology.

## **THE FOLLOWING COMMITMENTS ARE ESSENTIAL TO ALL POSITIONS WITHIN CAMPBELL RIVER SCHOOL DISTRICT**

- Commitment and adherence to workplace policies, procedures and practices.
- Commitment to standards of conduct, including behaving in a manner that is: respectful, professional, team-oriented, collegial, collaborative, ethical, honest, and trustworthy.
- Commitment to understand and implement the Truth and Reconciliation Calls to Action and the Declaration on the Rights of Indigenous Peoples Act.

## **CLASSIFICATION**

- This position's classification is Maintenance Trades and has a pay rate in accordance with Schedule A of The Canadian Union of Public Employees – Local 723 Collective Agreement. This position is paid a Department Head Allowance in accordance with Article 25.04.