



## POSITION DESCRIPTION

Islands Trust

POSITION TITLE:	Applications Programmer & Support Analyst	POSITION NUMBER:	00106581
DIVISION: (Division, Region, Department)	Administrative Services	LOCATION:	Victoria
APPROVED CLASSIFICATION	Information Systems	CLASSIFICATION	IS21
SUPERVISOR'S TITLE:	Senior Technical Analyst	POSITION NUMBER	00109709
SUPERVISOR'S CLASSIFICATION:	Information Systems 27 (IS27)	PHONE NUMBER:	

### JOB OVERVIEW

The Applications Programmer & Support Analyst (the Analyst) is a member of the Information Technology Services Team. The position's role is to evaluate, support and maintain, and develop Islands Trust business systems through various phases of the application development lifecycle. The position also works closely with end users to provide application support, training, and data analysis services to various members of the organization. The position requires the ability to understand and interpret user needs and business processes as identified and described by management, in order to determine and implement system improvement initiatives.

The Analyst operates within an environment of users with different levels of technical sophistication whose concerns are diverse and complex. The position interacts with staff in three regional offices and will occasionally involve travel between these offices. As an internal service provider the Analyst focuses on continuous systems improvement and staff support.

### KEY ACCOUNTABILITIES

#### Responsibilities include:

#### **Leads programming projects including the analysis, design, development, maintenance and enhancement of Islands Trust applications:**

- Analyzes and reviews existing systems to identify potential technological enhancements and/or changes needed to resolve end-user problems or improve operating efficiency;
- In response to identified needs or issues, consults with users and develops recommendations for systems solutions, alternatives and improvements to meet changing business needs;
- Produces physical designs, specifying user and system interfaces such as menu, screen dialogue, inputs, reports, correction process rules, security, audit controls, recovery routines, contingency procedures;
- Implements software development standards and release management procedures, ensuring that all code and workflows adhere to the established industry standards;
- Documents business systems, operational methods, and user requirements to facilitate ongoing application management and maintenance, and end user training;
- Provides systems maintenance by monitoring application performance, identifying problems, initiating corrective actions and bug fixes and recommending improvements based on user-identified needs;
- Researches industry best practices and new technologies, and recommends innovative solutions;
- Other duties as assigned.

#### **Information Technology Support:**

- Receives requests from users for technological assistance and support, consults with users and business owners to understand and resolve incidents, or escalates incidents in accordance with established protocols.

- Uses issue management software to record and track issue details through to resolution.
- Identifies recurring issues, potential problems and opportunities for business improvements by analyzing support requests on an individual and aggregate basis. Proposes, develops, and implements solutions to identified problems in conjunction with senior staff.
- Identifies, analyzes and diagnoses specific issues for a variety of software, hardware, network and custom applications.
- Provides resolution support for web-based and desktop applications, including Islands Trust Application Suite.
- May be called on to assist with basic technical support for corporate website.

**Technology Training:**

- On a periodic basis, in partnership with management, assesses staff technology training needs by drawing on an understanding of changes and updates to online applications, as well as analysis of support tickets received.
- Creates user help documents such as reference guides, on-line help information and glossaries for in-house developed applications and customized software for end user reference.
- Designs, prepares, and delivers in-depth online and/or in-person training sessions for custom applications and software, as well as high-level training on other organization-wide software systems (such as eSCRIBE meeting management software).
- Other duties as assigned.

**EDUCATION AND EXPERIENCE**

- Diploma, certification or equivalent in the computer science field; OR a combination of education and experience may be considered.
- Experience in structured and object-oriented programming in a complex rules-based environment.

**Preference may be given to candidates with the following:**

- Experience working with JavaScript, HTML5, PHP, SQL, Python
- Experience managing code through Source Control Management software, i.e. Git
- Experience working with a JavaScript Testing Framework, e.g. Jest
- Experience using a broad number of application development methodologies, e.g. React, Vue or Angular
- Experience Identifying, analyzing and diagnosing specific issues for a variety of software, hardware, network and custom applications
- Experience developing documentation and training material, and delivering one-on-one or classroom training

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of business analysis concepts and methods
- Knowledge of change management practices
- Knowledge of security management principles
- An understanding of client/server infrastructure software and hardware configurations, and problem resolution methodologies, techniques and processes
- Knowledge of project management methodologies, techniques and processes
- Knowledge of information system technology developments to ensure familiarity with current and emerging technology capacities, options and solutions
- Demonstrated ability to work under pressure, to multi-task, to work independently, to problem solve and to take initiative
- Demonstrated ability to communicate effectively both verbally and in writing
- Excellent interpersonal skills

## COMPETENCIES

**Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

**Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement)

**Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

**Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

**Initiative** involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions. Formal strategic planning is not included in this competency.

**Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.

**Organizational Awareness** is the acumen to appreciate and the ability to use the power relationships in either one's own, or other, organization(s). This includes the ability to identify the real decision-makers and the individuals who can influence them; and to predict how new events or situations will affect individuals and groups within the organization.

## INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

**Sustained Learning and Development** means continually increasing your ability to build and maintain respectful and effective relationships with Aboriginal people. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect – and therefore require our continual learning and development, including direct exposure to cultural and community ways. It includes an eagerness to continually reflect upon and assess your own level of cultural agility and competence, self-awareness, and expertise. It means being willing to learn in new and different ways and appreciating how diverse ways of thinking and acting can ensure the success of the BC Public Service in supporting Aboriginal self-determination.

**Empathy** is the ability to recognize, understand and directly experience the emotion of another. It involves listening with heart, accepting their message and staying focused on their experience rather than reacting. It means understanding that the behaviour may be connected to something outside of the immediate situation. (Sympathy is not empathy. Sympathy means feeling pity and sorrow for someone's misfortune, or the tendency to want to help them with what you see as something negative. This can send a message that you believe that others cannot arrive at their own solutions.