# Job Description

| Job Title: | Senior IT Analyst |
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| Job Category: | Specialist/ Management |
| Reports to: | Director, IT & Knowledge Management |

## SUMMARY

The Senior Information Technology (IT) Analyst is a strategic role that contributes to the development of a long-term strategy to create and implement agile IT business solutions that help to advance HEC's strategic goals. The Senior IT Analyst plans, manages, and leads activities for various initiatives that involve IT systems and applications. The incumbent applies analysis, facilitation and consultative techniques and tools, to ensure the successful development and implementation of IT solutions. The Senior IT Analyst works with internal stakeholders and external vendors to identify, develop, and implement technology solutions that enable teams to execute on the organizational objectives. This role is also responsible for maintaining and enhancing existing solutions and optimizing system integration across the organization. The Senior IT Analyst develops and provides training to users and creates and enhances existing training resources to support change initiatives. The Senior IT Analyst offers subject matter expertise in the areas of system and application solutions, and partners with internal stakeholders to identify business challenges and opportunities; and develop and implement project plans. The Senior IT Analyst ensures security principles are adhered to, and appropriate documentation is developed to support business continuity.

## DUTIES & RESPONSIBILITIES

- Assists with the creation and execution of IT's long-term strategy focused on implementing agile IT solutions that advance HEC's strategic goals.
- Supports the ongoing development, integration, and administration of HEC corporate applications and systems.
- Serves as a Subject Matter Expert (SME) with in-depth knowledge of the functionality and configuration settings delivered by specific technologies when leading activities for project and operational initiatives.
- Creates and maintains master data for system-wide usage across the organization.
- Performs requirement management and analysis activities for projects and operational initiatives.

- Conducts elicitation and validation activities for strategic initiatives. Builds and leads focus groups, as needed, for successful implementation or integration of new systems and/or technologies.
- Consults with system/application users and project stakeholders to identify, analyze, and document business requirements, specifications, configurations changes, test scenarios and results, recommendations, processes, and solutions, to ensure business priorities are met.
- Applies innovative and agile technology solutions that best fit the organization needs.
- Builds strong relationships with internal stakeholders to foster ongoing collaboration between IT and business units, provides subject matter expertise to manoeuvre discussions and influence decisions related to IT, to align with the organization's corporate plan and strategy.
- Presents requirement packages, options, and recommendations, to the senior leadership team, creating buy-in and leading change management from the top.
- Develops and conducts training to support internal stakeholder with the implementation of new system features or technologies, or to maximize effectiveness with existing applications.
- Builds solutions, workflows, and automations using tools such as Microsoft Power Platform as needed.
- Develops Request for Quotes (RFQs) and (Request for Proposals (RFPs), leads process and analyses responses to make informed recommendations to senior leadership on IT business solutions.
- Prepares briefing notes, reports, recommendations and action plans for the Director, IT and Knowledge Management.
- Creates process documents and workflows to support the implementation of new commercial off the shelf systems (COTS).
- Creates documentation, such as policies, processes, procedures, and training, to support internal systems and applications.
- Maintains knowledge of and stays current with IT trends and opportunities to further enhance HEC's IT solutions.
- Works with external suppliers as needed to identify new IT solutions, roll-out new features and keep current on emerging products and trends.
- Engages and manages external contractors and/or consultants as required.
- Develops test cases, identifying requirements and specifications that will inform the business solution in the most efficient and cost-effective way forward.
- Establishes internal controls and provides process improvement expertise and recommendations.
- Ensures appropriate testing, change management, and communication on new systems and enhancements to ensure minimal rework before implementing them.

- Ensures current security principles are embedded in all aspects of IT systems and applications across the organization.
- Assists the Director, IT and Knowledge Management with departmental planning, identifying core IT business related issues ensuring alignment with operational planning.
- Assists with internal budgeting activities, provides input into forecasting and tracks project related expenses.
- Participates in IT recruitment-related activities and onboarding of new hires as needed.
- Periodically acts as back-up to the Senior Lead, Knowledge Management, or the Director, IT and Knowledge Management.
- Other duties as assigned.

## EDUCATION & EXPERIENCE

- University degree in Computer Science, Information Science or a related field is required
- Minimum of 5 years' experience in a similar function is required
- Minimum 3 years' experience leading and conducting business analysis activities in an IT setting
- Proficient in Microsoft 365 (Outlook, Word, Excel, PowerPoint, SharePoint, Teams, OneDrive, Forms, Flow, Power BI, Power Platform, Dynamics), Microsoft certification an asset
- Experienced working in a Cloud-based environment
- Advanced knowledge of Power Platform (Flow, Power Apps, Power BI)
- Demonstrated understanding of modern security frameworks and principles
- Understanding of Azure Active Directory
- Experience leading process improvement and documenting
- Demonstrated understanding of Project Management skills, experience leading small-medium size projects
- Knowledge of SQL Server, Dataverse an asset
- Experience leveraging workflow designs and offering end-user support
- Experience having direct reports, an asset,
- Bilingual in French and English is an asset (English communication skills at Advanced "C" level required)

## SKILLS & COMPETENCIES

- Highly developed interpersonal and relationship building skills
- Excellent oral and written communication skills
- Excellent project management skills including the ability to plan and collaborate with other teams and across the organization

- Demonstrated time management skills, organizational skills and attention to detail
- Applies an agile methodology and mindset, constantly adapting to shifting needs and priorities
- Advanced problem-solving skills
- Ability to work well independently, as well as on a small and dynamic team
- Professionalism, diplomacy, and confidentiality required
- Facilitation, training, and coaching skills

## MANAGEMENT/SUPERVISORY AND ADVISORY RESPONSIBILITY

Direct Supervision: No direct or indirect reports.

Provides functional advice: Contributes to the development of the IT strategy. Provides advice and recommendations related to IT services. Demonstrate leadership and make recommendations for improvement at HEC, including contributing to the development of relevant HEC policies where necessary.

## CONTACTS

Internal: Establishes and maintains effective relationships with all employees at all levels.

External: Develops and maintains effective relationships with vendors and IT consultants/contractors. Leads, liaises and participates in communities of practice and external stakeholders (e.g. Pan-Canadian Health Organizations).

## EFFORT & WORKING CONDITIONS

Effort: Regularly required to manage several tasks simultaneously over an extended period, and juggle multiple competing priorities with occasional urgent situations. High degree of concentration and focused thinking and analysis.

Working conditions: May be required to engage in local or overnight travel. Occasionally required to extend hours of work to meet work demands and occasionally expected to work evenings and weekends during peak periods. Frequently interrupted.