**JOB DESCRIPTION**

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| **Job Title:**  Learning Technology Services Analyst | **Department:**  Learning Technology Services |
| **Reports To:**  Supervisor of Learning Technology Services | **Division:**  CUPE |
| **Date of last review:**  January 10, 2020 | **Revised by:** |

**SUMMARY**

Reporting to the Supervisor of Learning Technology Services the Learning Technology Services Analyst collaborates with other Learning Services Technology Analysts to ensure quality technical support to the users, with the primary responsibility of day-to-day operational maintenance, support, and upgrades for Windows servers and VMware and is responsible for maintaining the School Board’s desktop environment for all systems. The position software installations and upgrades to operating systems and layered software packages. The Learning Technology Services Analyst monitors and tunes systems to achieve optimum performance levels. After hours work may occasionally be required for pre-planned maintenance or troubleshooting.

**QUALIFICATIONS**

* Post-Secondary education in Engineering, Computer Science, Information Systems, or related scientific or technical discipline;
* MCSE (Server and/or Desktop preferred);
* CCNP certification preferred;
* VMware Certification preferred;
* An equivalent combination of education and/or experience may be considered
* 3-4 years’ related experience in an enterprise IT environment
* Extensive experience in VMware, Windows Server, and Office 365 administration
* Troubleshooting and Performance Analysis;
* Strong knowledge of enterprise level Information Technology Systems including but not limited to data center administration, network management, security practices, backup infrastructure and scripting abilities;
* Excellent time management, organizational and multi-tasking skills to manage multiple concurrent objectives, projects, group or activities;
* Excellent problem solving and analytical thinking/innovation;
* Excellent customer service, communication and interpersonal skills;
* Excellent written and verbal communication skills;
* Ability to develop and maintain good working relationships with vendors and contractors;
* Demonstrate experience in business and process analysis and improvement;

**KEY DUTIES & RESPONSIBILITIES**

1. Design, develop and maintain the latest windows server/client architecture through a strong understanding of industry best practices.
2. Maintain and upgrade data center systems such as VMware server cluster, SAN storage systems, and Microsoft Azure
3. Strong understanding and experience developing and updating scripts, such as Microsoft Windows PowerShell, or other dynamic scripting language used to deploy OS and software.
4. Responsible for the maintenance and development Active Directory and Office 365 environment.
5. Participate in developing disaster recovery and back up plans and testing.
6. Understand wired and wireless network design and infrastructure including routing, VLANs, and other network protocols.
7. Ensures compliance with all information security policies and standards by performing regular audits and ensures software licenses, patches, firmware and security updates are applied.
8. Maintains SCCM, Microsoft Intune and Application Virtualization environments.
9. Develops, implements and maintains policies, procedures and standards pertaining to system requirements
10. Other job-related duties as assigned.

**CORE COMPETENCIES**

***Communication***

Shares and receives information and ideas in a variety of ways and adapts to the needs of the audience to ensure the message is understood.

***Innovation***

Creates, develops and implements new processes or services with the aim of improving the learning community for all.

***Interpersonal Relations***

Displays characteristics and personal attributes that enhance communication and interactions. Establishes and maintains harmonious professional relationships by demonstrating respect and sensitivity to all.

***Leadership***

Motivates groups of people, while maximizing the efforts of others to achieve a common goal.

***Planning and Organization***

Plans, organizes and coordinates time, resources and tools to meet established goals.

***Professional Integrity***

Models strong ethical or moral principles and follows them at all times, regardless of who is present.

***System Thinking***

Sees, acknowledges and contributes to the shared mission and vision of the Board. Approaches all work done within ALCDSB as being part of a larger system that is inter-related with strategic plans. Understands that work done in one part of ALCDSB impacts a variety of groups inside and outside of the Board.

**ORGANIZATIONAL RELATIONSHIP**

Work Assignments Received From:

* Supervisor of Learning Technology Services
* Manager of Learning Technology Services

Positions Supervised: Nil

**ACKNOWLEDGEMENT/ACCEPTANCE**

By signing this document, I acknowledge that I have read, understand and accept the requirements, essential functions and duties outlined in this job description.

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| **Employee Signature** |  | **Date** |