

IT Operations Analyst

Position:	IT Operations Analyst (Full-time)
Department:	Digital & Projects
Reports to:	Director, Digital and Projects
Location:	Oshawa

Position Summary

The IT Operations Analyst reports to the Director, Digital and Projects to carry out operational support of the day-to-day technology needs for the credit union. This includes performing processes and procedures or coordinating with service providers to ensure IT services and infrastructure meet operational goals. A key component of this role is carrying out analysis to identify areas of exposure or improvement and making recommendations for preventative or corrective actions.

Position Responsibilities

- Supports IT Asset Management
 - Maintain equipment inventory, including conducting annual inventory review and signaling replenishment needs;
 - Work together with vendors to aid repairs of hardware, i.e., printers*, laptops, and desktops. Collect and send out equipment for repair or disposal/recycling, as directed;
 - Work with vendors to ensure workstations are set up with required software installs prior to deployment. Distribute equipment to employees and assist with workstation set ups, as directed.

- Supports IT Incident Management
 - Collect support tickets from service providers to produce metrics reports and service dashboards to track compliance with SLAs;
 - Conduct analysis on the type, severity, and frequency of issues/requests. Identify incident trends; recommend and implement improvements to reduce volume;
 - Provide input to corrective actions to improve service levels and/or systems performance;
 - Serve as technical contact for Tier 1 support with service providers and contribute to IT incident reporting.

- Supports Systems Administration
 - Produce metrics reports and dashboards for user account support tickets and conduct analysis on the nature of the requests to determine areas for improvement;

- Recommend process improvements to meet employee support needs for systems support.
- Supports Systems Maintenance and Upgrades
 - Maintain systems test environments – i.e. database refreshes, interface connectivity, etc.;
 - Support testing or verification of minor fixes, system build updates, and software patches;
 - Prepare procedures and track progress of regular maintenance of applications and supporting infrastructure, according to service provider scheduled maintenance.
- Supports IT Security and DRP/BCP
 - Monitor changes to user access to credit union systems and maintain records to ensure alignment with security policies;
 - Provide support of regular DRP and failover tests to validate systems stability and availability and contribute to DRP/BCP processes/documentation updates.
- Supports IT audits and compliance activities
 - Provide materials requested by auditors to carry out IT audits or work with service providers to collect pertinent information;
 - Contribute to remediation activities to address IT audit findings, as needed.
- Perform all other related duties as assigned.

Position Qualifications

- Education: Bachelor's degree or equivalent in Computer Science or in a related field;
- Troubleshooting and technical problem-solving skills;
- Strong written and verbal communication, including technical writing skills;
- Interpersonal and teamwork skills;
- Reporting and documentation skills.
- Organizational skills. Ability to deal with multiple stakeholders, including vendors, internal customers, end users, and management;
- Analytical skills. Ability to collect, organize, analyze, and disseminate significant amounts of information, with attention to detail and accuracy;
- Intermediate knowledge of computer hardware, mobile devices, and Microsoft Office applications (Word, PowerPoint, Excel, and Outlook) and Microsoft Office 365 suite of applications;
- Proficient SQL knowledge, strong technical expertise regarding data analytic tools and techniques;
- Good understanding of systems architectural concepts and methodologies; infrastructure platforms and their application; and IT requirements and IT managed services;
- ITIL or similar industry certification is an asset;



Applications

Candidates should submit their application, cover letter and resume to:

Attn: People & Culture
Subject: IT Operations Analyst Application
E-mail: careers@pathwise.ca

Accommodation

In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance by contacting us at Careers@pathwise.ca, subject line "accommodation"