



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

L9 P23 R4074 HWY 596 - Box 109

Keewatin, ON P0X 1C0

Job Board Posting



Careers.Indigenous.Link

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INFORMATION TECH ANALYST (III)

Job ID	24367-6201	
Web Address	https://careers.indigenous.link/viewjob?jobname=24367-6201	
Company	McMaster University	
Location	Hamilton, ON	
Date Posted	From: 2019-02-05	To: 2050-01-01
Job	Type: Full-time	Category: Education

Description

Should the successful applicant be a Unifor Unit 1 bargaining unit member, who meets the eligibility conditions of Article 19.02 of the Unifor Unit 1 Collective Agreement, then the Limited Term Assignment will be defined as a Career Growth Opportunity in accordance with Article 19 of the Unifor Local 5555 Unit 1 Collective Agreement. General Description Working with a talented, collaborative team of professionals from the Faculties of Social Science and Humanities, the successful candidate will have the opportunity to be creative, dynamic and play a central role in the development of a student-facing 'journey mapping', web application. Fluency with programming/coding in an open-source LAMP environment is essential for this position. In addition to a strong understanding of PHP/MySQL/HTML5, familiarity with AODA/WCAG AA compliance standards are also crucial to the success of the project. The ideal candidate will possess strong communication skills, be a reliable and accountable team member, and act with professionalism and courtesy to support McMaster's 'respectful workplace' values.

Pay Grade: 7

Salary Range: \$24.08 to \$33.91

Representative Duties & Responsibilities

- Provide expertise and practical assistance in delivering services that comply with established standards.
- Identify, evaluate, and prioritize problems and complaints to ensure that inquiries are successfully resolved.
- Carry out investigative work on a variety of requirements, information flow, and processes.
- Elicit additional information from users to accurately diagnose problems.
- Implement non-standard solutions and work-arounds.
- Evaluate hardware, software, and transmission service alternatives as business requirements change.
- Localize and rectify faults in network connectivity and applications and respond to non-routine user problems.
- Analyze, examine, and validate processes.
- Interpret technical and procedure manuals for non-technical users.
- Write programs of moderate complexity using various computing and scripting languages.
- Debug computer program code.
- Develop and modify interfaces for existing applications and systems while maintaining the integrity of data and processes.
- Design and build department and program websites.
- Test functionality of websites in various browsers for quality assurance.
- Provide technical advice on network and system applications.
- Provide advice to users regarding security, equipment configuration, and selection of programming language and provide advice to customers on alternative and recommended approaches to computing systems solutions.
- Program small modules of larger departmental applications according to detailed specifications.
- Design basic record and report formats.
- Develop web applications and pages.
- Plan and coordinate system and software installations.
- Prepare programming documentation of assigned programs in accordance with prescribed standards.
- Make decisions within established guidelines regarding the application of computing devices or programs to meet set

requirements or make decisions regarding solutions to defined problems.

- Work autonomously in accordance with general instructions as to methods and procedures.
- Install and repair various hardware, software, and computer peripherals.
- Support and troubleshoot user problems to determine if the problem is hardware, software, or procedural.
- Act as a technical resource and troubleshoot routine and moderately complex information technology problems within an area of expertise.
- Escalate problems to the appropriate resource and follow-up to ensure the problem has been resolved.
- Provide users with routine information such as system updates, errors, and features.
- Elicit additional information from clients and colleagues to diagnose issues.
- Interact with others to facilitate and promote the effective use of information technology.
- Evaluate requests for new and changes to existing computer hardware, software, and peripherals and make the appropriate recommendations.
- Provide information and assistance to others regarding the use of hardware and software.
- Perform routine technical tasks related to the maintenance and administration of a workgroup or department including, but not limited to, assigning passwords, purging print queues, enabling and disabling accounts, and monitoring scheduled backups.
- Update and maintain a complete inventory of computer hardware, software, and peripherals.
- Plan, schedule, and monitor own work within short time horizons.
- Organize individual time, work and resources to accomplish objectives in the most effective and efficient way.
- Maintain records and prepare documentation related to activities including resources such as web pages and databases.
- Perform minor repairs and preventative maintenance.
- Disassemble and reassemble computer hardware and peripherals using a variety of hand tools and power tools.
- Handle minuscule and delicate components when repairing equipment which requires accurate placement and removal.
- Ensure users receive information on systems updates, errors and features.
- Remain current with frequent developments in the field of information technology.

Supervision

- Provide direction to others in how to carry out work tasks.
- Ensure adherence to quality standards and procedures for short-term staff.

Qualifications

- 3 year Community College diploma in Information Technology or related field of study.
- Requires 3 years of relevant experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding to process documents, enter data into databases, and maintain accurate records.
- A typical work day occasionally requires moderate physical effort for activities such as:
 - Lifting and moving heavy or awkward objects such as computer equipment and peripherals.
 - Working in awkward or constrained physical positions or spaces while repairing and installing equipment.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day consists of up to 2 hours of routine mental effort for activities such as:
 - Collecting routine information, word processing routine documents such as correspondence and reports, and inputting data in databases and spreadsheets.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Providing expertise and practical assistance in delivering services that comply with established standards.
 - Identifying, evaluating, and prioritizing problems and complaints to ensure that inquiries are successfully resolved.

- Eliciting additional information from users to accurately diagnose problems.
 - Implementing non-standard solutions and work-arounds.
 - Evaluating hardware, software, and transmission service alternatives as business requirements change.
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- A typical work day consists of up to 2 hours of high mental effort for activities such as:
 - Carrying out investigative work on a variety of requirements, information flow, and processes.

Working Conditions

Physical Environment:

- Occasionally exposed to dust and dirt when assembling, disassembling, repairing, and installing equipment.
- Occasionally required to work in confined spaces when installing and repairing equipment.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently handles competing requests from multiple sources.

Health & Safety:

- Disassemble and reassemble computer hardware and peripherals using a variety of hand tools and power tools.

For more information, visit McMaster University for INFORMATION TECH ANALYST (III)