



Position Description

Position:	Information System Analyst
Reports To:	Director of Corporate Services
Date Last Reviewed:	January 2019

Scope of the Position

The role of the Information System Analyst is to provide a broad range of hands-on technical support and expertise in relation to the CMRTO's information systems. In addition to providing support for CMRTO's primary CRM solution and document management system, the role is accountable for providing daily end user application and member support.

The Information System Analyst is a team player with a positive attitude, strong communication, analytical and presentation skills. They must be able to multi-task and thrive in a fast-paced environment and be accountable for results and outcomes.

Key Responsibilities

Reporting to the Director of Corporate Services, the Information System Analyst shall perform daily tasks as assigned such as (but not limited to):

- Respond to Helpdesk requests submitted by CMRTO staff and members
- Provide System Administrator function for corporate applications including managing security, gathering and documenting technical requirements, prepare system documentation and maintain data integrity
- Serve as a technical subject matter expert in the usage of the College's application tools. Bridge the gap between business and technology by translating business challenges/needs into technical requirements

- Create and maintain standard operating procedures, policies, forms, and user/issue logs and reports.
- Develop, configure and maintain SharePoint sites, libraries, lists, and security
- Build custom views as required by program areas and design and maintain queries and reports
- Assist in the oversight and management of CMRTO's IT hardware (i.e. desktops, servers, laptops, tablets, mobile devices, printers, copiers, etc...)
- Other duties as required

Education, Skills & Experience Requirements

- Post secondary degree or diploma in related area of expertise
- Excellent communication, analytical and technical skills and a demonstrated commitment to service excellence and continuous quality improvement
- Significant experience in a hands-on IT or technical support role at a small to medium sized organization with a focus on IT application support
- Experience in Microsoft Dynamics CRM
- Experience in SharePoint site administration
- Advanced proficiency with Microsoft Excel and Office Suite
- Demonstrated experience in the development, testing, implementation, integration, maintenance, and support of in-house developed and off the shelf applications
- Demonstrated technical ability to configure, operate, troubleshoot and maintain computer hardware and software
- Familiarity with a variety of hardware, including: mobile devices, personal computers, tablets and peripherals such as network printers, standalone printers, and scanners
- Ability to communicate effectively at various levels within organizations, including oral/written and presentation skills
- Experience working in a not-for-profit organization, preferably in the health or regulatory sector