Job Description

Job Title:	Information Technology Specialist
Department:	Plant Operations
Reports To:	Director, Business Operations
Jobs Reporting:	None
Salary Grade:	USG 8 - 11
Effective Date:	Dec. 2021

Primary Purpose

The Information Technology Specialist (IT Specialist) is part of a team to select and to develop and maintain all of our Business Application Systems using the appropriate tools that the IT group decides are best fitted to Plant Ops environment.

Key Accountabilities

Programming
- Design logic for individual programs or program systems using current tools.
- Determine optimum use of computing equipment.
- Define the test schedule and test data requirements.
- Code as required
- Prepare test data and analyse test results.
- Analyse program performance.
- Prepare program documentation and operating instructions.
- Formulate conversion plans and implement the programs

Systems Development
- Requires an in-depth knowledge of the systems within Plant Operations and how all of the staff interact with these systems
- Analyse present systems and procedures
- Develop/Select improved approaches to current systems.
- Develop appropriate computer procedures, controls, reports, coding structures, tables, programs and system flows.
- Organize and prepare systems documentation.
- Plan test schedules, conversion and user training

Application Administration
- Ensure appropriate applications infrastructure exists for development and production work
- Participate in the evaluation and selection of software, tools, methodologies, etc.
- Coordination of technical components within various projects
- Coordination with other department's (Finance, Purchasing, HR) systems to effectively interact with them

System Support
- Diagnose system emergencies when they arise and persevere until they are resolved.

- Provide technical guidance and support for development activities
- Plan installation and implementation of new hardware and software.
- Work with IST on network and server issues.
- Monitor and optimise system performance.
- Diagnose and correct system failures.

Other
- Ability to work flexible hours

*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

Required Qualifications

Education
- University degree (or equivalent experience)

Experience
- Strong project management skills
- Strong programming skills
- High degree of planning and coordination skills
- Excellent Computer skills
- Excellent Customer Service skills

Knowledge/Skills/Abilities
- Excellent knowledge of Access, Windows and SQL Server
- Proficient in using MS Office
- Experience with ARCHIBUS is considered a strong asset
- Above average hardware expertise
- Requires excellent inter personal and communication skills
- Ability to explain technical computer information to personnel with all levels of computer knowledge

Nature and Scope
- **Contacts:** Internally, interacts with peers, co-workers, all levels of management and unionized staff. Outside agencies if as required for a specific application
- **Level of Responsibility:** Responsible for interacting with all Plant Ops personnel to assist with utilization of computer applications, hardware operation and computer operating systems. Develops and maintains all the departments business operation so that systems and hardware are fully operational and effective. Chooses software tools to meet the needs of the department. Servicing staff to ensure all are comfortable and skilled at utilizing computers and computer applications.
- **Decision-Making Authority:** Determines which tools work best for a specific application. How to optimize performance. Coordinates technical components within various projects.
- **Physical and Sensory Demands**: Minimal demands typical of an office environment position.
- **Working Environment:** The incumbent must be sensitive to the stresses staff experience due to conflicts that arise naturally in a customer service relationship. (**Hours**)