



## Position Description

<b>Position:</b>	Information System Analyst
<b>Reports To:</b>	Corporate Services Director

This Position Description is a general description of the duties, purpose, responsibilities, and scope of a job, along with the title of the job, and the name or designation of the person to whom the employee reports. It is not an exhaustive list of all the duties, functions and tasks associated with the position. The Position Description is intended to be used in conjunction with the terms set out in the employment agreement, and the CMRITO policies regarding administration, human resources, and others that set out employees' responsibilities and accountabilities to the CMRITO, the Registrar & CEO, and other staff.

### Scope of the Position

Working under the direction of the Corporate Services Director ("the Director"), the Information System Analyst ("Analyst") will assist the Corporate Services team managing CMRITO operations.

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

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

This position description outlines the nature and level of work and results expected. It is not designed to provide an exhaustive list of activities but rather to outline the scope of the job and the expected results.

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## **Key Responsibilities**

Working under the direction of the Director the Analyst is responsible to:

### **Technical Support**

1. Respond to helpdesk requests submitted by CMRITO staff and troubleshoot software issues
2. Provide technical support by phone and/or email for CMRITO members and applicants to ensure access to their Member & Applicant Portal (MAP) account
3. Respond to and troubleshoot problems related to the College's CRM solution and assist CMRITO staff members with any routine or new processes/workflow issues they might face on CRM
4. Provide SharePoint support to the Records & information Manager regarding configuration, management and document controls
5. Provide technical support to Council and committee members prior to and throughout meetings for Microsoft Teams and agenda solutions.
6. Apply technical expertise to the implementation, monitoring, or maintenance of IT systems such as: phone system, agenda solutions, Azure, teleconferencing, device management, computer configurations and related matters
7. Assist in the oversight and management of CMRITO's IT hardware (i.e., laptops, tablets, mobile devices, printers, peripheral devices, etc.)

### **Requirements/Qualifications**

- Bachelor's degree in computer science or information technology, or equivalent experience
- Excellent communication, analytical and technical skills and a demonstrated commitment to service excellence and continuous quality improvement
- Experience in Microsoft 365, Microsoft Dynamics CRM, and SharePoint
- 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