



IT Technology Analyst – Job Description

Job Description Summary: The IT Technology Analyst is primarily responsible for providing technical support related to internal operational and strategic objectives as well as external clients.

This position is part of a core team of MuniWare IT Services staff that provides technical expertise and software support to MuniWare clients, staff, and business partners. The IT Technology Analyst is also a key resource for maintaining the company's technology infrastructure & contributing to the development of the company's website along with other corporate technology initiatives.

The IT Technology Analyst supports MuniWare management objectives, quality assurance processes, product design/development and all IT Services. This position provides training and expertise for clients on technical issues as required, as well as providing in-house technology training for other MuniWare staff.

Reporting Responsibilities:

This position reports directly to the IT Director.

Specific Areas of Focus:

- Technical support for all strategic and operational initiatives associated with the implementation and management of technology assets and services (both internally and to support MuniWare clients);
- Working as part of a core IT group that provides operational execution of daily and ongoing internal IT management concerns;
- Collaborating with, coaching, mentoring, training, and guiding MuniWare IT Services staff;
- Support of quality assurance processes;
- Support of Client Support Services department;
- Collaboration in the management of software releases and company IT policies and practices (including liaising with external technology vendors and partners);
- Support of product, service, and process design initiatives;
- Training of MuniWare staff on new technologies and IT services;



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Specific Duties & Tasks:

- Supports the CEO / Director of Operations, Operations Manager and IT Director in all business decisions;
- Participates in company planning, team meetings and staff meetings as required;
- Provides support to the Business Services and Client Support Services areas regarding support and quality assurance solutions affecting the operations of MuniWare clients;
- Provides support to MuniWare's strategic and operational objectives through participation on project teams and through support of corporate events as required;
- Contributes to the effective management of the corporate Helpdesk Client Ticket-Support environment;
- Participates in the distribution and update of client software licenses, releases and patch processes as required;
- Participates and contributes to the development and maintenance of an effective corporate technology evergreening strategy including budgets for acquisition approvals;
- Provides recommendations and cost benefit analysis reporting regarding the acquisition, implementation and training of new technology;
- Assists with administrative duties such as answering the phones;
- Provides cover-off for other areas of the company during vacations and peak support times;
- Attends and contributes to industry tradeshows and company User Group events as required;
- Completes other duties, as assigned.

Skills/Knowledge/Abilities/Qualifications:

- Must have proven technical abilities required as part of a core team of Corporate IT professionals;
- Must have extensive IT / Technology, Hardware and Network knowledge;
- Must have proven SQL Server database management and scripting knowledge;
- Must have experience with Visual Studio Windows Forms development as well as Web Application development using C# and ASPX;
- Must have experience with virtualization using VMware. Experience with cloud infrastructure is an additional asset;
- Must have experience with remote support using tools such as Bomgar, TeamViewer, RDP and VPN;
- Possess knowledge of managing Office 365 for Business;



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- Possess a good understanding of managing VoIP solutions;
- Possess knowledge of managing networks through the Meraki cloud dashboard
- Possess help desk experience in a direct client support service environment;
- Understanding of municipal government environments;
- Demonstrate proven ability to work and learn independently as well as in a team-oriented environment;
- Possess excellent communication and customer relations skills and maintain a professional and positive approach in dealing with company and client challenges;
- Demonstrate initiative, and a proactive attitude in exploring new opportunities and projects;
- Possesses excellent time-management skills;
- Possesses post-secondary degree/diploma in computer science/computer systems technology or other related field (preferred) or extensive equivalent experience;
- Possess knowledge of network architecture, systems and process design;
- Has a detailed understanding and practical work experience with current technology and system security concepts;
- Has the ability to multi-task and meet team deadlines;
- Demonstrates excellent troubleshooting skills;
- Functions effectively in the execution of their role with little supervision;
- Possesses a valid driver's license;
- Able to work onsite at the MuniWare office located in Morinville Alberta;
- Able to travel to client sites as required.

Working Conditions: This position operates within an office environment, except when travelling to client locations, or participating in corporate events (in which case air, vehicle, and rail travel may be required).

Billable Targets: This position must contribute to MuniWare's overall revenue targets as outlined each year in operational planning and employee reviews

Hours/Shift: This position works Monday-Friday 8:30 AM – 5:00 PM. Includes an hour for lunch. Management may request that these times be modified due to work volumes and client requirements.

(** in extreme cases – client emergency support may be required**)

Annual Salary Range: \$45,000 - \$55,000 (based on experience and knowledge)

Resumes and inquiries related to this position should be directed to:
adminassist@muniware.com