

## JOB OPPORTUNITY

### POSITION: IT SENIOR ANALYST

**REGION:** Corporate Services

**Community Living Toronto**, one of the largest agencies of its kind in North America, is a dynamic innovative organization committed to a vision of promoting a welcoming community. As a leader in the field, Community Living Toronto offers supports to over 6,000 individuals within an intellectual disability as well as support to their families, including residential and day support, assistance with employment, community support, early childhood services and respite.

### QUALIFICATIONS:

Bachelor's degree in Computer Science or College degree in Software Management/Development. Minimum of five to six years of related IT support. Hands-on computer hardware and software maintenance and troubleshooting experience. Knowledge of SQL, Microsoft SharePoint 365, Microsoft Windows Administration, Network Administration, network security, virtual environments, Programming and development skills, Microsoft PowerApps + Flow development skills. Excellent problem solving, customer service, communication and time management. Microsoft and ITIL certifications are an asset.

### JOB SUMMARY:

The IT Senior Analyst is part of a multi-disciplinary team responsible for providing support to the organization and its end users through Systems and Network Administration, Application Support, IT Help Desk, Asset Management and Information Management. Accountable for understanding the needs of multiple stakeholders, the Senior Analyst ensures work is carried out within agreed service levels and in accordance with department and organizational guidelines. Delivers ongoing support to a portfolio of technologies, handling senior helpdesk duties including but not limited to the development of ADHOC Queries, systems maintenance, testing and upgrades. Maintains a first-class level of customer service ensuring that all end users are dealt with in an appropriate manner.

### RESPONSIBILITIES:

- Provides analysis, support, and maintenance of applications in support of the organization's lines of business strategies; delivers end-to-end problem resolution within established service level agreements and identifies root causes for recurrence prevention.
- Investigates and reports on specific software issues in detail to developers/vendors, tracking to completion and coordinating bug fixes.
- Diagnoses and resolves a range of incidents, including operating systems and across a range of software applications.
- Performs a wide range of activities associated with application analysis, troubleshooting, and development of solutions.
- Provides support to all Community Living Toronto locations, either remotely or in person, for application and other IT issues; identifies, logs, and resolves technical problems with software applications.
- Analysis and design of dashboards/Reports to support business decisions.
- Design and Develop databases, views, stored procedures, indexes.
- Directs support throughout the application lifecycle, troubleshooting and resolving issues, addressing various types of requests, and application configurations.
- Handles help desk issues escalated by PC Coordinators; performs in-person and remote troubleshooting utilizing diagnostic techniques and through asking pertinent questions.
- Provides detailed instruction, documentation, and training as required by the user community.
- Manages IT projects including software development, migrations to new technologies, and new deployments by understanding project objectives and scope, following project milestones, phases and elements, sharing technical expertise, and providing recommendations.
- Identifies potential changes and system improvements to present to senior leaders for consideration and implementation.
- Creates and maintains appropriate system documentation including development changes and modifications.

**HOURS OF WORK:** 37.5 hours per week

**TO APPLY:  
SEND YOUR COVER LETTER AND RESUME TO:**

Careers@cltoronto.ca

**PLEASE QUOTE JOB POSTING #E19-161**

**When required, accommodations for disabilities will be provided, on request.**

**We thank everyone for their interest in Community Living Toronto; however only applicants with the necessary qualifications, experience and education will be contacted for an interview.**