



## Application Analyst Information Technology Services Department

NSGEU

Regular Full-Time

Classification: Band 8 (provisional rating)

Salary Rate: \$30.76/hr - \$37.62/hr (based on 40 hours per week)

### Overview

The Application Analyst supports enterprise software applications for the University. The Applications Analyst acts as the liaison between IT Services and campus departments, vendors, and consultants. The role will be involved in all aspects of the application management including understanding requirements, configuration and customization, testing, documentation, support and troubleshooting, vendor management, compliance, and security.

### Key Responsibilities

- Understand and administer a variety of applications ensuring availability, reliability, and performance.
- Configure and customize applications and work with developers where required.
- Diagnose problems, coordinate with other technical resources as required to resolve application issues, and provide support to relevant stakeholders.
- Regular application maintenance including upgrades, monitoring, backups, and user access management.
- Monitor application usage and performance metrics, identifying opportunities for optimization and efficiency improvements.
- Ensure applications are compliant with relevant security standards and practices.
- Participate in requirements elicitation for new implementations or changes to current applications.
- Identify new opportunities for enhancing existing applications to improve business outcomes.
- Support planning and delivery of software updates for multiple applications.
- Support development and maintenance of documentation, training manuals, and knowledge base articles for end users and other technical staff.

### Qualifications

- A Bachelor's degree in Computer Science, Information Systems, or a related field.
- 3-5 years of progressive, proven experience in IT systems.
- Strong work ethic and proven success working in a team environment.
- Self-starter, able to work independently as required.
- Experience in a university environment is considered an asset.
- Strong organizational skills and excellent interpersonal skills.
- Excellent written and oral communication skills.
- Ability to handle multiple projects and meet deadlines.

### Application Instructions

**Applications will be accepted until 5 pm AST on Monday, April 15, 2024.** To apply please submit a letter of application and a resume in confidence to **People and Culture, StFX University** at [careers@stfx.ca](mailto:careers@stfx.ca). Only those selected for an interview will be contacted.

*StFX is located in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq People.*

*StFX is seeking candidates who are committed to contributing to our priorities of equity, diversity, and inclusion. A demonstrated ability in fostering a climate of inclusion and cultural safety is a strong asset. Preference will be given to applicants who bring lived experience of historically excluded groups.*

*We are also committed to the elimination of barriers to participation for persons with disabilities. Should you require an accommodation during the recruitment process, please contact Human Resources at [hr@stfx.ca](mailto:hr@stfx.ca) or 902-867-5038.*

## **Rewards**

StFX employees work in an open and challenging environment with other members of our dedicated faculty and staff. Employees join the Xaverian community on our beautiful campus and have the opportunity to contribute to everyday Xaverian life and help foster inclusivity and a sense of closeness that embodies the Xaverian community.

In addition to a starting salary commensurate with qualifications and experience, we offer a comprehensive benefits package, and employees participate in the university's pension plan. Other benefits include paid vacation and holidays (including university winter break), and tuition discounts for employees/dependents.

StFX is committed to supporting the well-being of the whole person through a comprehensive effort that includes key elements of a healthy workplace: physical environment, healthy lifestyles, mental health, and workplace culture. Various wellness resources are available to employees and eligible family members including an Employee and Family Assistance Program.

IT Services encourages and supports your growth (technical and leadership) through formal training, professional development, and mentorship. We offer remote or hybrid work where possible and promote work/life balance.

## **About St. Francis Xavier University**

Established in 1853, St. Francis Xavier University (StFX) is consistently recognized as one of the best universities in Canada. StFX exceeds the needs of today's undergraduates by providing the very best academic experience -- outstanding teaching, exceptional hands-on research opportunities, and global exchanges -- all within Canada's most vibrant and inspiring residential campus. Here, the focus is on the academic and personal development of every student, making community and social engagement a large part of the learning experience. Our students are academically strong and highly engaged in every aspect of life, determined to make a positive impact on the world.

In 2022, Maclean's annual university rankings put StFX #1 in student satisfaction and #2 in reputation across Canada in the primarily undergraduate category.

For more, visit [www.stfx.ca](http://www.stfx.ca)

## **About Antigonish, Nova Scotia**

The beautiful and historic town of Antigonish, Nova Scotia, is located in the northeastern corner of Nova Scotia. We're only a 15-minute drive from the ocean and a two-hour drive to major urban centres. With a diverse and growing population, Antigonish is a family-friendly town with lots of opportunities, access to good education at all levels, recreation, sports, and cultural activities. It is surrounded by rolling countryside with hiking and beautiful beaches. We enjoy a vibrant culture in the arts with music, performing arts, visual arts and crafts, and fabulous festivals throughout the year. For more information, visit [www.townofantigonish.ca](http://www.townofantigonish.ca) or [www.visitantigonish.ca](http://www.visitantigonish.ca).