Job Description– System Design Analyst

Division: Information Technology
Reporting to: Director, Analysis and Design
Career Level: Staff
Pay Type: Salaried

Job Overview

The System Design Analyst will be responsible for the configuration and parametrization of the Temenos Banking System and other Applications. In this role the System Design Analyst will be a key support resource to ensure effectiveness of support and development of key applications to meet the needs of the business.

Role

- Test, support and implementant all new banking modules and interfaces
- Work closely with the Business Partners gather and document detailed Business Requirements to meet business needs.
- Work closely with Developers in documenting specifications, wireframes for build of prototypes
- Actively gather and document all Temenos specifications
- Be a subject matter expert with Temenos setup, configuration, and customization
- Systematically conduct usability testing
- Create and implement support documentation
- Be involed with Vendor Issue Management and provide support which can include the maintenance of issue logs
- Build excellent working relationships with vendors and manage any vendor issues that arise
- Use your project management expertise to support various IT initatives
- Uunderstand business requiremements and system goals while providing support to ensure effectiveness and efficiency
- Provide outstanding customer service during all internal and external client interactions
- Stay ahead of current industry trends and new technologies that can add value to the business
- Provide support in second and third line technical support when needed
- Perform other duties as required

Required Skills

- Have a post-secondary diploma or degree in computer science or equivalent in a related program
- Experience with deployment tasks within Temenos or related banking systems
- Have experience with software implementation
- Have at least one (1) year Business Analyst experience
- Be quick to respond to requests for service from all of your clients in a manner which is clearly understood, both technically and user-friendly
- Use your problem solving skills when it comes to technical issues and be resourceful in the way you find a solution
- Demonstrate your strong negotiation skills with internal clients and vendors
- Be innovative and forward thinking
- Be analytical and detailed oriented when dealing with technical support issues and IT projects
- Openly share your knowledge with the team
- Demonstrate a high level of integrity and be trustworthy
- Be approachable with your superior interpersonal skills
- Demonstrate superior communication skills
- Be able to take action in difficult and challenging situations and deal with uncertainty
- Be aware of and mitigate enterprise risk factors and ensure compliance with applicable regulations, legislation and FirstOntario policies and procedures
- Be available to work evenings and weekends as the job demands and travel as required

- Be actively participating in an on-call rotation

Accommodations for persons with disabilities area available upon request during the application process.