



## **Integration Analyst**

### **JOB SUMMARY**

UBC is embarking on a multi-year journey to transform its academic and administrative support processes and system environments for the entire UBC community. The Integrated Renewal Program unites previously independent projects, formerly known as Student Academic Systems Initiative (SASI), Procurement Modernization, and HR Finance Renewal to replace 20-year old legacy systems. The Integrated Renewal Program (IRP) vision is to transform the way UBC supports learning and research, and how UBC works, to create a cohesive, integrated, and enriched experience for students, staff, and faculty.

The Integration Analyst may be assigned responsibilities for specific departments and will act as an advocate to champion the needs of those departments. This will include coaching business decision makers, understanding the impact of technical changes on business processes and leveraging common approaches and resources between departments.

This position also acts as a subject matter expert, and provides operational project management, business process analysis, systems support coordination, and application lifecycle management. The Integration Analyst designs, implements, integrates and supports complex or campus-wide vendor supplied and custom-built applications.

### **ORGANIZATIONAL STATUS**

Integration Analyst reports to the Senior Manager, Enterprise Systems Support within the Integrated Renewal Program (IRP). The incumbent provides supervision of a technical nature to functional staff regarding their IT environment. The incumbent liaises with technical and functional staff throughout UBC and externally to other Universities, government agencies, granting agencies and partners to facilitate effective business solutions that meet regulatory requirements. As a member of IRP, the incumbent has a key role in delivery of ERP integrations at UBC.

### **WORK PERFORMED**

Specific Duties:

- Designs, implements and maintains infrastructure to facilitate efficient and effective use of systems for day-to-day operations
- Works with Subject Matter Experts, Business Analysts, Business Architects, and Solution Architects to document the business/functional requirements for application and data integrations ensuring that all factors enabling the technical design and implementation of the integrations are included at an appropriate level of detail.
- Works with the Integration programmer analyst and quality assurance staff to document and facilitate Enterprise Resource Planning (ERP) and Application Programming Interfaces (API)/Enterprise Data Objects (EDO).
- Creates and Maintains the API/EDO business documentation within the appropriate tools.
- Works with the programmer analysts and quality assurance staff as a liaison for API related

issues.

- Facilitates the implementation and maintenance of departmental and enterprise applications.
- Coordinates the integration of these applications with other UBC systems and services.
- Resolves complex application related failures and defects independently or in consultation with other IT professionals. Perform in-depth troubleshooting using knowledge of network/server administration, internet protocols, database architecture, and application configuration.
- Modifies applications and conducts testing of customizations to ensure specifications are met.
- Documents these changes and subsequent QA scenarios.
- Provides custom reporting, data analysis and extracts.
- Performs functional requirements to the data mapping
- Assesses client needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to identify business priorities and recommends options.
- Identifies, elicits, and documents business requirements, defines business rules and communicates requirements for the implementation of solutions.
- Performs formal system audits and develops written procedures, standards and practices to ensure a high level of availability, security, data integrity and hardware/software compatibility.
- Generates reports on usage metrics, overall systems and applications performance indices using industry-standard methodologies to ensure compliance with Service Level Commitments.
- Liaises directly and indirectly with vendors and other service owners.

Core Duties:

- Researches and evaluates vendor supplied applications, develops recommendations, and implements accordingly.
- Analyzes and reviews existing or proposed system features and integration, security, scalability and performance requirements with clients, business analysts, and team members.
- Manages production and non-production application environments.
- Maintains core application infrastructure, including virtual servers, networks and firewalls.
- Plans and performs global configuration changes or module deployments for enterprise or complex applications.
- Integrates vendor supplied applications with existing infrastructure and applications through custom interfaces and components.
- Manages small to medium sized projects and related budgets.
- Provides technical expertise, training, and consultation to other staff.
- Develops or modifies software code to meet specifications or facilitate integration.
- Conducts testing of new or customized application modules to ensure application meets specifications.
- Develops application documentation requirements for functions, modifications, backups and operating procedures. Provides ongoing maintenance and operational support for applications.
- Supports application lifecycle and applies and follows appropriate change management methodologies and best practices.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools and provides input to strategies for ongoing support and upgrade of these systems.
- Builds and maintains good working relationships and collaborates with others to achieve client objectives.
- Performs other related duties as required.

## **QUALIFICATIONS**

Undergraduate degree in a relevant discipline. Technical school diploma in computing systems technology is an asset. A minimum of 5 years of experience, in-depth knowledge of applications

and the business requirements supporting them or the equivalent combination of education and experience. Extensive experience with Microsoft Windows and Linux operating systems in a complex network environment. In-depth knowledge and experience of applications and supporting business requirements. Experience with data analysis and modeling, relevant development tools, specific application and system architecture. Expertise in the design, development and implementation of specific applications. Knowledge and experience of application development tools including; HTML, ASP .NET, PHP and Java. Knowledge and experience with all industry standard web servers (i.e. Microsoft Internet Information Server, Apache, etc.). Experience creating custom and modifying packaged reports with various reporting technologies (i.e Crystal Reports). Experience working with both technical and non-technical clients. Ability to effectively manage multiple tasks and priorities while working under pressure to meet critical, time sensitive deadlines. Strong organizational and planning skills.

## **APPLY TODAY**

If you are interested in this role, please email your resume to [esther.lai@ubc.ca](mailto:esther.lai@ubc.ca) with the subject line: "Integration Analyst- Integrated Renewal Program-IIBAApp." Applications accepted until Dec 21st, 2018.

Thank you in advance for your interest in UBC!