

Senior Technology Systems Analyst



Purpose

The Senior Technical Systems Analyst plays a key role in the management and support of technology systems. This role provides advanced technical leadership and oversight for enterprise systems and infrastructure. This role is responsible for designing, installing, implementing and optimising existing systems and integrations, ensuring they meet enterprise needs, best practices and compliance requirements. With a strong technical background, this role focuses on planning and deploying critical system maintenance, upgrades and change as well as setting IT standards. This role is a critical escalation point for complex issues across technology.

Working with platform engineering teams, collaborating with architects and business stakeholders, this role will manage vendor relationships, evaluate new solutions, identify opportunities for improvement and ensures seamless functionality across technology platforms & services.

Role dimensions

- **Reports to:** Platform Engineering Lead
- **Division:** Technology Services
- **Direct Reports:** No

Person specifications

- 3+ years' experience working as a System Administrator or Network Administrator or similar IT support role
- Demonstrable analytical and problem-solving skills
- Good understanding of technology & software, including sound technology operational practices
- Foundational level certifications in a technology domain, such as ITIL, CSBA or similar, and prior experience in the financial services industry beneficial
- Excellent communication skills both written and verbal

Role specific areas of responsibility

- Lead with Architecture and Engineers, the planning and deployment of critical IT technologies.
- Develop and enforce IT Standards, security policies, resiliency and system governance.
- Act as a Technical escalation point for complex issues across infrastructure, security and any IT systems which are core to the Bank.
- Collaborate with technology leadership to align infrastructure strategies with business needs.
- Perform capacity planning and performance tuning for enterprise systems, conduct risk assessments and led incident response and root cause analysis.
- Manage key vendor relationships and support the evaluation of new technology solutions
- Ensure maintenance of user accounts, permissions and access rights in accordance with security policies. Ensure patching and updates are applied to all systems regularly.
- Implement and manage backup and DR procedures.
- Maintain systems documentation as required with system changes being implemented, ensuring design, operational and support documentation is always up-to-date
- Undertake knowledge sharing activities with peers through communities of practice, and proactively review and implement process and operation improvement initiative across the teams services.
- Provide rostered 24x7 on-call support for systems related issues within the teams responsibilities.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.