



Position Profile
IT Analyst
Elections Saskatchewan
May 2022

Background

Elections Saskatchewan is an independent, non-partisan agency of the Legislative Assembly charged with the mandate of directing and supervising the administrative and financial conduct of provincial electoral events.

The election cycle is a four-year cycle which involves planning (years one and two), organizing (year three) and delivery and implementation (year four) of a general election. During this period, the volume and breadth of the workload fluctuates as does the number of staff.

Position Summary

Under the general supervision of the Director of IT, the position of Information Technology (IT) Analyst is a key technical position in supporting a modern, best practice election management organization in Saskatchewan. As a member of the Corporate Services and Electoral Finance team, the IT Analyst is responsible for providing technical expertise on hardware, software, and other specialized network devices. This includes managing the configuration, installation, and maintenance of hardware (e.g., desktop computers, mobile devices, servers, etc.), software applications (e.g., Election Management Software, GIS software, etc.) and networks.

This position is also responsible for conducting ongoing evaluations of alternative technology options to improve efficiency and cost-effectiveness of systems. The position ensures all technology environments (e.g., desktops, laptops, mobile devices, etc.) are secured in accordance with security standards and policies.

During a general election, this position is responsible for the configuration and deployment of equipment including laptops and cell phones to all FLT members and is responsible for overseeing a team of IT resources (between 10-15 people) that provide technical support to an expanded group of head office resources, as well as 11 Supervisory Returning Officers, 61 Returning Officers, 61 Election Clerks, and returning office support staff.

Key Responsibilities

Technology Administration, Maintenance and Management; Support Services

Provides technical expertise on software and other specialized network devices by:

- Documenting, assessing, troubleshooting, and resolving technical issues or providing direct oversight of staff responsible for documenting, assessing, troubleshooting, and resolving technical issues.
- Responsible for researching and recommending technical solutions for deployment to returning offices and voting locations including telephone, internet, and hardware solutions.



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- Developing testing and implementation plans for new technology and upgrades, which includes all system documentation and change control plans.
- Testing new technology/overseeing the testing of new technology to ensure compatibility with and/or impact upon existing applications and operating systems.
- Implementing new technology once testing has been completed and change control plans are approved.
- Providing front-line support service on all desktop, laptop, notebook, printer, and network devices. In the lead up to and throughout the delivery of a general election, directly supervises a team who are responsible for providing front-line support service on all desktop, laptop, notebook, printer, and network devices.
- Provides system administration functions (e.g., maintains all network accounts, passwords, and appropriate security access for staff. This includes creating new user accounts, reviewing and disabling accounts, and changing authorizations/passwords as required).
- Managing the configuration, installation, and maintenance of hardware (e.g., desktop computers, mobile devices, servers, etc.), software for applications (e.g., Election Management Software, GIS Software, MS Office, etc.) and networks.

Manages, maintains, and supports workstations and/or hardware/peripherals by:

- Providing front-line support service to users on all desktop, laptop, notebook, printer, and network devices or providing direct oversight of staff responsible for providing front-line support service to users on all desktop, laptop, notebook, printer, and network devices.
- Providing system administration functions (e.g., maintaining all network accounts, passwords and appropriate security access for staff including creating new user accounts, reviewing, and disabling accounts and changing authorizations/passwords as required).
- Documenting, assessing, troubleshooting, and resolving technical issues as they arise.
- Developing and maintaining operational procedures and processes.
- Ensures data is backed up to meet the needs of the business and test backups on a regular basis to ensure processes are working.

Administers, manages, and supports Elections Saskatchewan's network infrastructure (Server-side) by:

- Monitoring servers and network components; implementing system modifications; tune and configuring system software to accommodate new product versions.
- Documenting known technical solutions.
- Participating on project teams or representing the IT team as required.
- Managing the configuration, installation, and maintenance of hardware (e.g., desktop computers, mobile devices, servers, etc.), software for applications (e.g., Election Management Software, GIS Software, MS Office, etc.) and networks.
- Evaluating and reviewing all aspects of the infrastructure looking for security risks.
- Investigating potential security threats and performing risk assessments to determine overall exposure.



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- Testing backups on a regular basis to ensure processes are working.
- Participating in or leading the implementation of new technology.
- Developing testing and implementation plans for new technology and upgrades, including all system documentation and change control plans.
- Testing new technology to ensure compatibility with and/or impact upon existing applications and operating systems.
- Implementing new technology once testing has been completed and change control plans are approved.
- Maintaining the Internet Protocol (IP) addressing scheme.

Training

Supports end user election training and leads the development and delivery of IT training to head office, FLT and election workers by:

- Developing end user documentation for all IT related hardware and applications.
- Developing training materials for all IT related hardware and applications.
- Delivering or overseeing the delivery of end user IT related hardware and applications.
- Supporting the delivery of all other training including Operational and Finance training by participating as a key member of the training planning and delivery team.
- Ensuring all technical requirements and specifications for provincial training events, including the acquisition and deployment of training machines, testing of all networks, and transmitting functionality, etc., are met.

Technological Expertise

Maintains current knowledge and expertise on continually changing technology and recommends new technology aligned with identified business needs by:

- Staying current with technology related to the job function (e.g., server operating systems, network devices, new hardware, new security products).
- Researching and assessing leading edge technology, either proactively or in response to a specific request from the business.
- Researching, testing, and evaluating new products and participating in pilot projects.
- Making technical recommendations to management.

Other

- Other duties as may be assigned.

Required Education, Knowledge, Qualifications and Experience



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- Completion of a post-secondary degree or technical school certification in Business Administration, Information Management and Technology or related discipline supplemented by significant directly related experience with information management within a complex technology environment, or an equivalent combination of education and experience.
- Knowledge of IM/IT systems, architecture, operations, support, and security.
- Knowledge of Microsoft Windows server and desktop Operating Systems, Active Directory, Microsoft Exchange, and Microsoft SQL Server are necessary.

It is desirable that the person fulfilling this position have:

- A working knowledge of Election Saskatchewan's legal mandate, organizational structure, administrative policies, centralized election management system (ESPREE) and usage procedures as well as related provincial government operational IT policies and practices.
- The ability to adjust to change and expanded work hours and an increasing workload.

Key Competencies

- Accountability – being accountable for areas of responsibility and holding others accountable for their work. Ability to work as a member of a team.
- Analytical - to diagnose problems and coordinate effective resolutions are required.
- Collaboration – involve stakeholders, build partnerships, provide input, and take other's views into account before making decisions.
- Communication – with a wide-range of audiences, both orally and in writing; ability to communicate detailed information, including technical information to technical and/or non-technical people.
- Decision-making – to make decisions around processes, training, etc., based on analysis of information, legislation, and the impact on election process.
- Flexibility/Adaptability – to work in an environment where change is common, priorities shift and workload increases.
- Interpersonal – to influence others to follow standards and procedures and to establish strong and effective working relationships with senior executives, technology partners, clients, and stakeholders.
- Innovation – to seek new ways to approach work and issues; support others in their ideas.
- Organization/Planning – to organize and prioritize work; to prepare documents and training in a timely manner and plan for the implementation of these and other initiatives.
- Process design and management – to develop and implement processes and ensure alignment with organizational goals and direction.
- Supervision – to supervise a team (lead up to and during the election) who are responsible for providing front-line support service on all desktop, laptop, notebook, printer, and network devices.
- Teamwork – to work as a team member, both through daily work and on projects.
- Technical – the ability to work on hardware, software, servers, security, testing, etc.
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- Training – to develop and deliver training to others; adjust communication style to ensure instructional method meets the needs of those accessing training.
- Troubleshooting – to diagnose and solve issues with technology and to assist clients with the operation of their hardware, software, and systems.

Adherence to Organizational Values

Elections Saskatchewan knows that election management impacts everyone in the province and that it plays an integral role in ensuring the integrity of democratic processes within the province. It is the responsibility of Elections Saskatchewan, and everyone who works at Elections Saskatchewan, to contribute to this larger vision through their work and their actions, both personal and professional.

Elections Saskatchewan, and everyone who works at Elections Saskatchewan, must espouse the following values:

- Professionalism – We demand the highest standards in our performance.
- Impartiality – We are objective, fair and non-partisan.
- Innovation – We seek solutions that will propel us toward electoral modernization.
- Service – We go above and beyond to meet the needs of our stakeholders and the legislative requirements of election management.
- Accountability – We earn the trust of the people of Saskatchewan through commitment to legislation, best practices, and standards in election management.

Adherence to Policy

Elections Saskatchewan, and everyone who works at Elections Saskatchewan, must adhere to the policies, procedures, and guidelines of Elections Saskatchewan, as well as relevant legislation, public health orders or any other applicable employment related guidelines.