

Job Title	Junior Technical Analyst	Classification	GL18
Department	Information Technology	Position #	IT5021
Reports to	Systems and Architecture Manager	Date Updated	June 2025

PROGRAM AND STRUCTURE

Legislative Assembly staff provide non-partisan services to the institution of Parliament and its elected members in the areas of procedural advice, administrative support and information services. The Legislative Assembly is an autonomous employer, separate from the administrative framework of government ministries and agencies, which operates under the authority of the *Constitution Act* and the *Legislative Assembly Management Committee Act*.

DEPARTMENT SUMMARY

The Information Technology department supports all Legislative Members and Staff with the specification, acquisition, deployment, and maintenance of Information Technology. This includes the technology infrastructure, software applications, telecommunications, and Internet connectivity.

JOB SUMMARY

Reporting to the Systems and Architecture Manager, the Junior Technical Analyst is responsible for supporting the IT Department by assisting with systems, monitoring, troubleshooting and resolving basic technical issues. This includes software and hardware setup, creating documentation, working with senior members of the team on complex issues, creating solutions and providing entry level support to end users.

KEY RESPONSIBILITIES

- Develops, implements, maintains, and troubleshoots software and hardware solutions, including proprietary software and hardware, which support workflows, processes and services.
- Develops code and improves existing code for software applications to meet information technology needs of the organization.
- Conducts business analysis and research, in consultation with the Systems and Architecture Manager, to propose hardware, software, and procedural solutions to meet needs and increase workflow efficiency.
- Collaborates closely with other IT team members to support ongoing projects, system upgrades, and implementations.
- Consult with end users, consultants, and other team members to gather business requirements, develop implementation plans, and support software, hardware and procedural solutions.
- Supports efforts to ensure compliance with IT policies and security protocols, including computer and network security, the use of and access to data, and electronic communications.
- Provides basic training and ensures knowledge transfer to end-users on IT tools, systems, and applications.

- Stays informed on new and emerging technologies, tools, and best practices. Conducts research to evaluate how these technologies could benefit the organization, and present findings to the IT Operations Manager for consideration.
- Performs other duties as assigned within scope of work.

ORGANIZATION STRUCTURE

Clerk of the Legislative Assembly of BC
 Chief Information Officer
 Director, Information Technology
 Systems and Architecture Manager
Junior Technical Analyst

SELECTION CRITERIA

EDUCATION, TRAINING & EXPERIENCE

- Post-secondary education in Information Technology, Computer Science or a related program, plus at least one year of technical support or development experience, or an equivalent combination of education and experience.
- Experience with productivity services and systems.
- Experience in a variety of application development tools.

KNOWLEDGE, SKILLS & ABILITIES

- Strong technical knowledge of modern operating systems (iOS, macOS, and Windows OS).
- Skilled at developing and producing written technical documentation.
- General technology hardware knowledge (CPU, printers, monitors, peripherals).
- Strong verbal, written communication, interpersonal and teamwork skills.
- Strong troubleshooting, analytical, and problem-solving skills.
- Ability to communicate technical language in non-technical terms.
- Ability to work flexible hours and respond to issues outside of regular hours.
- Ability to work effectively and courteously with system users, other Information Technology colleagues, suppliers and consultants using good judgment.
- Ability to perform duties on an independent yet collaborative basis with staff across the organization.
- Ability to be resourceful and adaptable to rapidly changing priorities.
- Ability to consistently maintain confidentiality and privacy standards and perform duties with discretion and professionalism.