

Join our team as an IT Systems Analyst!

About Us

The Prince George Airport Authority (PGAA) is made up of a team of diverse people who are proudly working together to connect Northern BC to worldwide destinations. With a commitment to safety first and foremost, our team is dedicated to enhancing our region by providing an excellent airport experience while driving economic growth.

We acknowledge that the work of the Prince George Airport Authority takes place on the unceded, traditional territory of the Lheidli T'enneh. We acknowledge the need for meaningful consultation with Indigenous communities and the Prince George Airport Authority is committed to working towards meaningful reconciliation.

As an employer with a long history in our region, Prince George Airport Authority strives for a respectful workplace that reflects the diversity of the communities we serve. We support the Employment Equity Act and take measures to ensure fair employment practices and treatment of employees across our organization. We welcome applications from all qualified candidates, including women, Indigenous peoples, persons with disabilities and members of visible minorities. We encourage applicants to self-identify with a designated group(s) to support our team in filling gaps in areas where we can be more diverse. We are also happy to provide reasonable accommodation throughout the selection process and while working at PGAA.

About The Role

The IT Systems Analyst is responsible for conducting assessments focusing on business objectives for the development and implementation of technical solutions. Working in collaboration across departments, the Analyst creates and recommends strategies to optimize workflows, identify efficiency opportunities and enhance overall business systems. In addition, the Analyst will be responsible for providing day to day IT support, troubleshooting technical issues and maintaining IT infrastructure.

Maintaining a high level of integrity, good judgement, and accountability with a focused approach to achieving overall desired outcomes of the business, you possess a high level of professionalism and an ability to contribute to a positive culture based on mutual trust and respect.

Key Responsibilities

- Perform needs analysis such as workflow and operational processes to identify efficiency opportunities in order to design solutions
- Understand overall business objectives to evaluate current and future technical operational needs
- Identify cost effective and productivity enhancing systems with consideration of quality products
- Work in collaboration with external contracted service providers to maintain operational functions
- Keep updated of industry standards, best practices and emerging technology
- Collaborate with departments across the organization to understand and address specific program needs

- Proactively anticipate potential system interruptions, mitigating user impact
- Create and maintain an IT Service Management System for tracking of services requests, incidents and resolutions
- Conduct quality assurance audits of system data including reliability and accuracy
- Create and propose change management strategies including system changes, implementing safeguards and user guidelines
- Provide orientation and training to end users for modified and new systems
- Coordinate implementation phases including assessment, solutions development, data migrations, testing, training and go-live support.
- Assist in the evaluation and selection of software and technology solutions.
- Compile IT operational reports and statistics as requested
- Oversee the CCTV Security, GRV Systems and PA System
- Manage access procedures including Proxy Card systems
- Act as the first point of contact for all technical support inquiries and provide support to employees and external clients for a wide range of technical, network and operating systems, such as software applications, hardware, mobile devices, and other equipment
- Maintain infrastructure and hardware including updates to networks, equipment and devices
- Manage IT inventory including ordering devices, equipment, repairs, evaluating longevity and recommending replacements as needed
- Troubleshoot issues brought up by users in a systematic approach for resolutions
- Ensure compliance with regulatory requirements including Occupational Health and Safety, Canada Labour Code and, company policies and procedures.
- Other duties as assigned

Qualifications

- Demonstrated commitment to prioritizing safety.
- Bachelors' degree in Computer Science, Information Technology or related discipline
- A minimum of 3 years of related work experience
- Strong relationship building skills to create collaborative partnerships with staff and stakeholders
- Excellent written and oral communication skills
- Ability to communicate ideas in both technical and user-friendly terms to a wide audience
- Critical thinking skills with ability to analyze and identify root causes for resolution
- Knowledge of best practices of data records management and industry standards
- Strong organizational and time management skills
- Ability to manage multiple priorities and deadlines
- Good project management and change management skills
- Highly self motivated and directed; keen attention to detail
- Strong technical skills and aptitude, as well as solid business analysis skills
- Proficiency with Microsoft Suite applications is essential
- Knowledge of programming such as desktop and server operating systems and hardware; mobile devices and networking protocols
- Ability to obtain and maintain a Transport Canada Security Clearance (TSC) to comply with regulatory

requirements as a condition of employment.

Hours of Work

Based on a 35-hour work week, this position supports our core business hours Monday through Friday, with the understanding that there may be times of increased demand within the role driven by operational needs.

What We Offer

- A safe and respectful workplace
- Long-term career potential in a stable work environment
- Ongoing learning and development opportunities
- Work-life balance (we really mean that!)
- Flexible work arrangements
- A comprehensive Total Rewards compensation package

How To Apply

To apply for this position, please forward your resumé, in confidence, to hr@pgairport.ca with ***"IT Systems Analyst"*** in the subject line.

Applications will be accepted until the position is filled. The initial review of applications will begin immediately.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.