

Systems Analyst

Full Time, Permanent

The Town of Kentville is seeking a qualified Systems Analyst to join its dynamic and expanding municipal government team. This position is responsible for supporting the Town's information systems and IT infrastructure. Reporting to the IT Manager, the successful candidate will collaborate with Department Directors and staff across the organization to ensure IT system operations are reliable, responsive, secure, and efficient. This position focuses on providing end-user support and training, maintaining network security, and assisting with business continuity strategies to promote reliability and minimize service interruptions. This role contributes to the effective delivery of IT services through the consistent delivery of well-managed IT services that strengthen municipal programs and operations.

Kentville offers a comprehensive benefits package including competitive compensation, pension plan, health and benefit plan, and regular training opportunities. The salary range for this position starts at \$68,638.

If you possess a diploma or undergraduate degree in Computer Science, along with Microsoft Certification or a combination of these educational requirements or lived experiences that meet these requirements, along with one (1) to three (3) years' experience working in municipal government, another government agency, or business environment, then you might be very interested in this position.

Our goal at Town of Kentville is to be a diverse workforce that is representative, at all job levels, of the citizens we serve. We welcome applications from Indigenous, African Nova Scotian and other racially visible people, persons with disabilities, and members of the 2SLGBTQIA+ community. If you are a member of one of the equity groups, you are encouraged to self-identify, on either your covering letter or resume. Contingent on meeting the minimum education or equivalent experience, your application will be a high priority during the screening process.

We thank you for your interest and please note that only candidates selected to move forward through the interview process will be contacted. Please send your cover letter and resume to IT@kentville.ca or mail to Town of Kentville, 354 Main Street Kentville, Nova Scotia, B4N 1K6, "Systems Analyst Position". This competition will remain open until the position is filled.



Systems Analyst
FULL-TIME NON-UNION SALARY CLASSIFICATION: 10
Approved: February 1, 2026

General Position Functions

Systems Analyst shall be responsible for assisting Manager of Information Technology with maintaining and upgrading all information technology systems used by the Town of Kentville, reviewing information system ticket requests, supports the development and maintenance of comprehensive information technology system policies, practices, guidelines, standards, and user manuals, provide in person, virtual, and group training and mentoring workshops, assists with planning, organizing, and implementing requests of the Town's Finance and Audit Committee, conducts regular reviews of all Town-owned or managed information technology systems, assists with major changes or upgrades, including new program deployments, assists with purchasing hardware, software, and network systems and organizing, preparing for, and auditing of Kentville's information technology systems, assists with implementation of water system technology installations, researches, consults, proposes information technology processes, and oversees the effective training of all staff and council related to information technology services, assists with the backup of all Kentville electronic data and the Town's information technology and business continuity strategy, assists with support for electronic audio and video recording of all required meetings, supports Kings County's Regional Emergency Measures Organization, and prepares reports and presentations for Manager of Information Technology.

This job description is a general outline of duties and responsibilities and is not meant to limit the employee's initiative to expand or increase their work output subject to approval by their supervisor.

Accountability

This position reports directly to the Manager of Information Technology.

Specific Job Responsibilities

1. Assists Manager of Information Technology with maintaining and upgrading all information technology systems used by the Town of Kentville, including hardware, software, audio visual equipment, servers, cloud services, phones, internet, websites, business processes, and security and alerting systems.
2. Responsible for reviewing information system ticket requests, troubleshooting for errors and issues when assigned by Manager of Information Technology, logging of all actions taken including closing tickets when completed or addressed, as well as maintaining an up-to-date logs of service requests to identify trends or regular occurrences.
3. Assists with the development and maintenance of comprehensive information technology system policies, practices, guidelines, standards, and user manuals or

guidance tools to document, share, and train all staff and council allowing for improved and more efficient business processes.

4. In conjunction with Manager of Information Technology, provide in person, virtual, and group training and mentoring workshops for all required end users to enhance their technical competence and efficiency with Town provided hardware and software, including safe and appropriate system processes.
5. Assists with planning, organizing, and implementing requests of the Town's Finance and Audit Committee to help safeguard the Town's information technology assets, and supports the preparation of reports and documentation on technological internal controls, assisting with implementing system and process improvements, while supporting the training of Committee members while contributing to the development and maintenance of an internal control manual.
6. In conjunction with the Manager Information Technology, conducts regular reviews of all Town-owned or managed information technology systems, including networks, servers, firewalls, switches, user devices including desktops, laptops, cell phones and portable devices, both in house and off-site, to improve efficiency, business processes, and system performance.
7. Assists with the management of organizational change regarding technology implementations, facilitating communication and transition strategies to ensure the smooth adoption of new systems and tools. Supports ongoing education initiatives by developing and delivering training materials and sessions that empower staff and council to effectively utilize new technology and adapt to evolving workflows.
8. Assists Manager of Information Technology with purchasing hardware, software, and network systems through preparing and issuing of price quotations, or negotiating new pricing, as well as development of all required technical specifications for such.
9. Assists Manager of Information Technology with organizing, preparing for, and auditing of Kentville's information technology systems through the development of backup systems, redundancies, disaster recovery and business continuity plans, and testing various systems through internal and externally contracted audits on a regular basis to ensure a robust network security system.
10. Assists Manager of Information Technology with implementation of water system technology installation and assists with its maintenance including software use and updates, as well as with Director of Corporate Services for the installation, maintenance, and management of new software systems for that department.
11. As assigned, researches, consults with Directors, proposes information technology processes, and oversees the effective training of all staff and council related to information technology services.

12. Assists Manager of Information Technology with the backup of all Kentville electronic data on numerous servers and virtual storage through a reciprocal partnership with another municipality to ensure daily backups are completed each day and stored off-site.
13. Assists Manager of Information Technology with the implementation of the Town's information technology strategy and business continuity strategy to ensure the uninterrupted delivery of Kentville programs, services, and infrastructure year-round without interruption or service delays caused by failures in technology.
14. Assists with support for electronic audio and video streaming of all Council and Council Advisory Committee meetings, as well as other special meetings when requested by Manager Information Technology, ensuring that equipment, software, and processes are in place to record clearly and subsequently stream all meetings to established platforms.
15. Fulfills the department's mandate to support Kings County's Regional Emergency Measures Organization (REMO) with GIS and information technology functions and equipment that may be required by the Town during community emergencies, undertaking EMO training regularly to prepare for this role.
16. Supports the Manager of Information Technology in assisting the Communications team with developing, updating, and overseeing Kentville's websites, social media, and other online technology to ensure all platforms function properly for staff, council, and the public.
17. Prepares reports and presentations for Manager of Information Technology on various topics and issues during the year as requested.
18. Other duties and responsibilities as may be assigned from time to time by the Manager of Information Technology.

Qualifications and Expectations

Candidates for this position must possess as a minimum, an undergraduate degree or community college diploma in Computer Science, Microsoft Certification or a similar educational program, or a combination of these educational requirements and lived experiences that meet requirements.

Additionally, the candidate must have a minimum of three (3) years experience working in information management environments where the candidate collaborated effectively with external vendors and internal staff daily to oversee processes for multiple computer systems and applications, with preference given to those whose experience is directly or indirectly working with a municipal or provincial government organization, or a combination of formal experience and lived experiences.

Due to the nature of this position, the employee must have strong computer, programming and coding experience, along with basic audio and video capabilities, and have positive

past working relationships with multiple functional and managerial departments, be fluent with Microsoft 365 and Hypervisors, and be comfortable working in an environment that has short timelines and high political and social media attention. This position will occasionally require work outside of normal office hours including evenings, weekends, and holidays. GIS and information management experience, including coding, is an asset.

Security and Screening Requirements

Due to the nature of this role and involvement with law enforcement-related systems, the successful candidate must:

1. Successfully complete a criminal record check and comprehensive background screening.
2. Demonstrate the ability to handle sensitive and confidential information with integrity and discretion.