

Job Title: Associate IT Analyst (ITS New Grad Program)

Requisition ID **10112** - Posted - **Job Opportunity**

JOB INFORMATION

Requisition ID: 10112

Department: Information Technology Services

Salary Information: \$73,382.40 - \$91,728

Pay Scale Group: 07SA

Employment Type: Regular

Weekly Hours: 35 **Off Days:** Saturday & Sunday **Shift:** Day

Posted On: September 16, 2024

Last Day to Apply: October 20, 2024

The Toronto Transit Commission (TTC), North America's third largest transit system and recognized as one of the top places to work in the GTA has introduced its new 2024-2028 TTC Corporate Plan - Moving Toronto, Connecting Communities which continues the TTC's legacy of delivering service to hundreds of millions of customers a year. The TTC's new vision and mission statements also help promote the many environmental, social equity and economic benefits that the TTC provides:

Vision: Moving Toronto towards a more equitable, sustainable, and prosperous future.

Mission: To serve the needs of transit riders by providing a safe, reliable, efficient, and accessible mass public transit service through a seamless integrated network to create access to opportunity for everyone.

The full Plan can [be viewed on ttc.ca](https://www.ttc.ca).

General Accountability

Reporting to either a Director or Manager within the IT Services department, the Associate IT Analyst is responsible for providing technical support, analyzing business requirements, and developing IT solutions to ensure the security and reliability of our systems. This role involves collaborating with cross-functional teams to deliver innovative solutions that align with TTC's evolving needs. The Associate IT Analyst position encompasses a variety of roles, including Programmer Analyst, QA Analyst, Cybersecurity Analyst, Platform Analyst, Business Systems Analyst, and Project Coordinator. As part of TTC's Early Talent Program, this position offers recent graduates hands-on experience, mentorship, and professional development opportunities. Associates gain exposure to multiple facets of IT operations, enabling them to explore diverse career paths within the dynamic IT environment while building a solid foundation for future success.

Key Job Functions

Duties include:

Cybersecurity:

- Analyze systems, networks, and infrastructure to identify vulnerabilities, threats, and risks.
- Benchmark against the NIST Cybersecurity Framework and prioritize actions for improvement.
- Mitigate identified risks and communicate findings to stakeholders.
- Ensure compliance with TTC policies, maintaining security awareness training and updates.

Portfolio Management:

- Analyze business systems and consult with users to establish requirements.
- Create detailed flow charts and specifications; write and document code using languages like C#, Java, Python, and SQL.
- Compile, test, and debug programs to ensure functionality.

Project Management:

- Integrate lessons learned into project practices and create comprehensive project plans.
- Apply SDLC knowledge and align with the Project Management Framework.
- Implement Agile, Waterfall, or hybrid methodologies and contribute to project governance and budget monitoring.

Business Analysis:

- Conduct feasibility studies and prepare business cases.
- Analyze requirements, develop workflow charts, and write specifications.
- Conduct meetings with users, identify issues, and recommend system enhancements.

Quality Assurance:

- Ensure adherence to testing strategies and coordinate test plan development.
- Review project documentation, functional and non-functional testing.
- Schedule and coordinate testing activities, ensuring test cases align with requirements.

Platform Services:

- Maintain and enhance the reliability, scalability, and performance of IT platforms.
- Collaborate with cross-functional teams to troubleshoot issues and drive continuous improvement.
- Manage enterprise IT platforms, ensure compliance with SLAs, and provide incident support and service requests.

Common to all:

- Promoting a respectful work and service environment that supports diversity, inclusion, and is free from harassment and discrimination. Provides leadership in the development and implementation of inclusive and accessible policies, programs and/or services for employees and customers in accordance with TTC's commitments and obligations under the Ontario Human Rights Code (OHRC) and Related Orders, the Accessibility for Ontarians with Disabilities Act (AODA), and TTC's policies;
- Performing related duties as assigned.

Skills

- Communicate in a variety of mediums
- Use office technology, software and applications
- Apply technical and analytical skills
- Demonstrate specialized expertise and knowledge in the assigned field

Education and Experience

- Graduation of June 2025 or within past 3 years from a university degree, community college diploma, or technical diploma in Computer Science, Business Administration, Project Management or the equivalent;
- Co-op placement experience in a related discipline

Additional Requirements

- This position may be required to provide off hours and weekend on call support;
- Must possess sound judgement, good organizational, analytical, problem solving, verbal and written communication skills.

[Not translated in selected language]

The TTC is committed to upholding the values of equity, diversity, anti-racism and inclusion in the delivery of its services and in its workplaces. The TTC is committed to fostering a diverse workforce that is representative of the communities it serves at all levels of the organization, and supports an inclusive environment where diverse employee and community perspectives and experiences bring value to the organization. The TTC encourages applications from all applicants, including members of groups with historical and/or current barriers to equity, including but not limited to, Indigenous, Black and racialized groups, people with disabilities, women and people from the LGBTQIA+ community. The TTC values and supports an inclusive and barrier-free recruitment and selection process. Accommodations for applicants are available upon request throughout the recruitment and selection process, including for those who identify as having a disability. Please contact Talent Management at (416) 393-4570. Any information received related to an accommodation will be addressed confidentially.

The TTC's policy prohibits relatives of current TTC employees from being hired, assigned, transferred or promoted into positions, where there is a conflict of interest due to a relationship. Should you be selected for an interview, you will be required to disclose the name, relationship and position of any relative who is a current TTC employee.

We thank all applicants for their interest but advise only those selected for an interview will be contacted.