Department: Corporate Services

Division: Information Technology

Reports to: Manager of Information Technology

Position Objective/Summary

Reporting to the IT Manager, the Business Systems Analyst is responsible for the implementation, enhancement, and support of business systems and their integrations. The Business Systems Analyst investigates and resolves issues as they pertain to business systems, including performing upgrades, and resolving conflicts or errors within the applications. The Business Systems Analyst works closely with City staff and utilizes effective business analysis, project management and change management practices throughout their work. The Business Systems Analyst works in a collaborative, team-oriented environment to solve problems and implement solutions to support the needs of the City.

Duties & Responsibilities

- Administer, enhance, plan, and provide support for the City's business systems
- Establish and maintain security and controls within applications
- Provide support for the City's web, digital and application architecture
- Manage databases within the applicable standards and best practices
- Support GIS solutions, data analytics, and open data/open government initiatives
- Diligently prepare and maintain documentation of business system configurations, processes, procedures, and licensing
- Provide training & guidance to fellow peers, staff, and Council on the use of business systems and productivity software
- Work in accordance with all applicable policies, procedures, health & safety guidelines, and legislation
- Provide technical support services for the City's hardware, systems, and software on occasion

Work Schedule
Normally, Monday-Friday 8:30am – 4:30pm, however will be required to respond to urgent issues after hours, project work may require work outside of normal working hours.

Education

- Post-secondary training, diploma, or degree in an IT related discipline
- Training & certifications in business analysis, change management & project management are an asset.

Experience

- A minimum of three years of progressive experience in an IT setting providing business system support
- Experience working in a municipal or public sector setting is an asset.

Skills & Abilities

- Ability to provide effective analysis and support to business systems
- Committed to supporting the City's strategic plan, mission/vision/values
- Excellent problem-solving skills
- Excellent communication skills, both written and oral
- High degree of accuracy and attention to detail
- Strong work ethic while working in a collaborative, team-oriented environment

Judgment is exercised in:
- Prioritizing work activities to ensure service levels are being met.
- Recommending equipment, material needed.
- Responding to concerns/complaints and working to resolve issues.
- Ensures the City policies and OHSA are adhered to

Interpersonal Skills/Contacts
Internal
- Assign and work effectively with co-workers emphasizing the ability to share and exchange information.
- Strong interpersonal skills to assist with defusing personnel issues.

External
- Effective public relations and communication with all City staff, outside contractors and service providers.
- Respond to escalated service issues

Work Demands
Carries out work assignments that require the use of various pieces of office equipment, including but not limited to a computer, photocopier, scanner.

Job involves standing, sitting, walking.

<u>Environment</u>
Works inside in an office environment.

Position History

September 2023 - This Job Description was reviewed for accurate content and AODA compliance.

Reviewed by department and approved by:

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Scott Luey – Chief Administrative Officer   Date