CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(INFORMATION TECHNOLOGY DIVISION – TRANSIT - LOCATION - MOUNTAIN TRANSIT CENTRE, 2200 UPPER JAMES ST.)

ANALYST, TRANSIT BUSINESS APPLICATIONS

SUMMARY OF DUTIES

Reporting to the Senior Project Manager – Transit Business Applications, provides strategic planning support to the Senior Project Manager, supervisory staff and a multifunctional workforce primarily through the use of transit software applications.

Conducts assessments and analyses, and reports on asset and employee performance against internal and external benchmarks, and compliance with regulatory, corporate and contractual standards. Designs and recommends strategies to improve program effectiveness and efficiency.

Through project and operational roles, undertakes business requirement analysis, functional and technical design specifications, development, implementation of applications and supporting technologies, documentation, data management, user training, and general user support.

GENERAL DUTIES

Monitors, measures, analyzes, evaluates and reports on the performance of transit business applications and employees within the Transit Division. Identifies opportunities and initiates plans for improvement.

Monitors, measures, evaluates and reports on the performance of the contracted services provided to the Transit Division. Designs initiatives for improvement.

Accountable and responsible for the development, maintenance and application of Service Quality programs including applicable policies, procedures, work methods and document control.

Accountable and responsible for the training related to Transit applications.

Participates in strategic planning and direction of the Transit Business Applications Section. Prepares reports on transit application management, life cycle costing, replacement, development, maintenance, etc.

Conducts comprehensive investigations and prepares reports related to Transit business applications involving Operations, Maintenance, Planning, Accessible Transportation establishing cause and identifying and developing corrective action.

Employs existing software tools and procedures to analyze, extract and distribute data in a variety of standard data and media forms.

Conducts research and analysis on a variety of labour relations matters, including collective bargaining issues, pertinent to the division.

Collaborates on cross-functional teams with other Transit staff that may be involved in related applications and discipline.

Communicates and collaborates with Corporate IT Services as required to ensure corporate standards and awareness are maintained in the implementation and ongoing support of applications.

QUALIFICATIONS

1. Demonstrated knowledge in business applications normally acquired by attaining a post secondary diploma/certificate. Developed understanding of computer science or related discipline and technologies normally acquired by attaining a University Degree or College Diploma or an equivalent combination of education and relevant business experience.

2. Progressively responsible and practical experience in business software applications and user support, preferably in a municipal environment.

3. Thorough working knowledge of Project Management principles and techniques.

4. Excellent presentation, analytical, organizational, report writing, and interpersonal skills to communicate effectively with all levels of City staff, external consultants and suppliers.

5. Experienced in designing and delivering customer focused programs and services.

6. Excellent computer skills in a Windows environment utilizing MS Office software.

7. Extensive demonstrated knowledge of transit business procedures.

8. Excellent knowledge and understanding of the application of computerized transit management software (Scheduling, Operations, Maintenance, Customer Service, AVL, MDTs, Communications).

9. Knowledge and understanding of the Occupational Health and Safety Act/Regulations for Industrial Establishments, Motor Vehicle Safety Standards and Transit Division policies and procedures.

10. Knowledge of ISO 9000.