

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(INFORMATION SERVICES DIVISION – BUSINESS APPLICATIONS - LOCATION – 55 YORK BLVD., 6th FLOOR)

APPLICATIONS SUPPORT ANALYST (BUSINESS APPLICATIONS) – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Business Applications (Business Services), the Application Support Analyst analyzes, designs, codes and maintains transactional, analytical and administrative custom and packaged client, client-server and web based applications that support key business activities. Through project and operational roles for in-house developed applications, the Application Support Analyst is responsible for application and interface programming to resolve issues, DBMS coding and other scripting, developing test plans and scripts, generating test data and unit testing and conducting application testing.

As part of the Business Applications section, the Application Support Analyst supports and maintains enterprise and departmental systems, configures and installs new packaged solutions and upgrades and deploys custom developed, small to medium-scale applications. The development and maintenance of applications will conform to defined application strategies, architectures, specifications and the Application Support Analyst will apply established lifecycle development methodologies and change management processes.

GENERAL DUTIES

For applications developed in-house, design, code, test and provide ongoing support for client-server and web based application components, considering performance, serviceability, usability and maintainability, interfacing as directed with client in requirements gathering activities.

For vendor packaged applications, provide ongoing second level support for client-server and web based application components, considering performance, serviceability, usability and maintainability, interfacing as directed with client in requirements gathering activities.

Analyze functional specifications and develop detailed technical specifications for new functionality and enhancements to existing functionality for custom and/or package applications.

Develop application code from functional and technical specifications for in-house developed applications and packaged applications.

Review, configure and install software application upgrades, patches, and new releases as required.

When required and approved, develop custom coding to modify, enhance and debug package software currently implemented at the City.

Determine optimal code design, structure, program logic from detailed functional and technical specifications and process/business flows.

Design, develop and execute unit test scenarios and plans including development of test cases and test scripts based upon design documentation in collaboration with the identified quality assurance and business process resources.

Perform component testing and participate in the review of regression, system, user acceptance and stress tests and code promotion to production.

Participate in the development and maintenance of application documentation for in-house and packaged applications.

Prepare or contribute to work plans including time/effort estimates to build, enhance, or implement application code and logic.

Follow established SDLC methodologies, identifying areas for improvement and participating in their refinement as they are implemented at the City.

Document issues/problems in relevant logs; participate in review of such issue/problem logs and in the identification of potential resolutions.

Research, compile and synthesize information with regard to application development and maintenance processes for custom and packaged applications.

Collaborate on cross-functional teams with other City staff and consultants that may be involved in application development projects throughout the Corporation.

Maintain an effective and collaborative relationship with Information Technology staff and Vendors of packaged applications to assist with quality assurance, program logic, and data processing activities.

Respond to application issues from the user community, normally via the service desk or as assigned; troubleshoot problems, work with systems analyst and Vendors as required to resolve issues and identify root cause. Escalate as required.

Produce work products pertaining to the work assigned with initial guidance and moderate autonomy. Manage and report on application development, programming and testing activities for own work.

May be required to provide on call support to users.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned, which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. University Degree, College Diploma in Computer Science, Information Systems or related discipline.
2. Previous experience in supporting packaged software, application development and maintenance as an Application Support Analyst using current web development software and utilizing web services.
3. Working knowledge of relational database management system software (ORACLE, SQL Server along with Microsoft Access) and SQL (Structured Query Language).
4. Demonstrated ability to write, interpret and modify one or more standard computer programming and scripting language commonly used in the development and support of client and web-based applications such as C#.Net and VB.Net, SQL, VBScript, XML, WFC, Drupal.
5. Demonstrated experience integrating applications in a service oriented architecture (SOA) environment using web services. Knowledge in Biztalk or other middleware platform is an asset.
6. Working knowledge of application development lifecycles and supporting practices.

7. Ability to translate functional and technical specifications into program code and logic.
8. Experience creating and executing unit test plans/scripts.
9. Knowledge of fundamental ITIL standards.
10. Proven analytical and problem-solving abilities.
11. Ability to make sound and logical judgments.
12. Strong interpersonal, written, and oral communication skills.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
