

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(INFORMATION SERVICES DIVISION – INFRASTRUCTURE AND OPERATIONS - LOCATION – 55 YORK BLVD.,
6th FLOOR)

BUSINESS SUPPORT SERVICES ANALYST – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Contract Administration, the Business Support Services Analyst provides business support services to the IS division. This role will apply City of Hamilton financial administration practices and procedures associated with the management of vendor contracts and order processing for the Information Services Division.

GENERAL DUTIES

Examines, analyzes, reconciles and reports on vendor invoices, matches to delivered services and products and confirms compliance with purchase agreements and service level agreements.

Reviews vendor charges related to contracted services and or products, identifies disparities and resolves basic issues with the service provider.

Develops and maintains a system to monitor all contracts

Applies financial administration practices and procedures associated with the management of IS vendor contracts in collaboration with the Finance department.

Assists with the preparation of Council Report support documentation and presentation material as requested.

Implements and assists in the development of policies and procedures directly related to contract administration and other business administration activities within the IS division in collaboration with the Contracts Coordinator.

Monitors and maintains payphone implementation, decommissioning and billing at various locations throughout the City

Monitors IS asset usage and billing and provides statistical information for management review

Updates and reconciles voice accounting systems to ensure appropriate charges are assigned for long distance and equipment charge-backs, according to moves, adds, or changes

Prepares and electronically disseminates monthly reports to various business units for review including the utilization of proprietary voice accounting software

Updates the asset management database and incident tracking system with adds, changes and deletions

Assists in the issuance and administration of RFP, RFQ, RFI's and other IS Tenders against response schedules. Receives responses and assists in reviewing submitted responses for compliance with stated terms of submission.

Prepares purchase requisitions and vendor invoices for the projects and initiatives across the IS Division

May be assigned to an initiative or project requiring the individual to take direction from other IS Unit Manager and/or Project Manager.

General administration support to IS

Works 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.

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

QUALIFICATIONS

1. A related college diploma or equivalent with three (3) to five (5) years of experience in an office administration environment.
2. Knowledge of purchasing principles and practices
3. High level of computer literacy, including advanced skills in Excel, Word, Email and interacting with automated applications
4. Experience reconciling invoices and purchase orders and reviewing contracts.
5. Ability to communicate effectively, both orally and in written form.
6. Ability to exercise a high degree of initiative and independence demonstrating sound problem solving, analytical and logical decision making skills.
7. Ability to maintain effective working relationships with personnel at all levels
8. Ability to create and document processes and procedures relating to asset management and contract administration
9. Familiarity with the billing and provisioning process for analog services including centrex.
10. Ability to adapt to new computer applications