

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (BUSINESS APPLICATIONS SECTION – LOCATION – TBA)

LEGEND ADMINISTRATOR – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Business Applications, the Legend Administrator will develop, implement and maintain the Legend database system for Divisional, multi-user and multi-tasking environments generating reports for Division planning and evaluation purposes.

GENERAL DUTIES

Assumes responsibility for management and administration of the Legend database and the systems hardware components. Administers Legend systems and monitors system-wide activities.

Counsels, instructs and oversees users of Legend systems for Recreation and Corporate users through the help desk environment.

Investigates user problems, identifies their source, determines and recommends possible solutions, tests and implements solutions.

Prepares manuals, resources and user guides for Legend training purposes.

Establishes and provides end-user training programs for Legend applications and processes.

Develops and documents procedures for configuration, installation, software upgrades and maintenance of Legend database software and maintains site licenses for the Division.

Requests and maintains user changes, deletions, securities as required operationally.

Compiles and maintains hardware and software inventories for all Legend related equipment.

Establishes, conducts and communicates system testing criteria for Legend database structural changes and software and hardware upgrades. Responds to emergency system malfunctions, and collaborates with supervisor, operations teams and vendor to resolve system problems.

Identifies, secures and prepares various sources of data for analysis and reporting, determines methods of collecting and creating information including mapping and use of custom reports and dashboards.

Updates, maintains, audits and supports operation staff in all relevant system modules to ensure accuracy of information for web upload, electronic communications and print conversions.

Provides support and assists with the coordination of program related registration day processes and timelines with Divisional staff.

Provides support to Finance staff with respect to Legend related account creation, accounts receivable, accounts payable, refund, taxation and scheduled payment related concerns.

Converts relevant data into information through the production of graphs, tables and reports in consultation with managers, analysts, and key informants in the community.

Works closely with Business Support Section, District Operations Section, Finance, management and other teams in achieving organizational goals.

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

QUALIFICATIONS

1. A University Degree or Community College Diploma in Computer Science, Recreation & Leisure Services, and/or equivalent combination of related qualifications and related work experience.
2. Proficient knowledge of Legend software application including Front of House, Sports Courses, Event Management, Online Ticketing, Bookings, Reporting, Inventory Management, User Management, Security Management, Global/Group/Club Settings, Bulk Admin Log, Stored Value Accounts (Subsidy Module), Support Portal, Customer Responsive Site,
3. Ability to efficiently perform all above-noted duties, with specialization in database management.
4. Excellent knowledge of computer and software applications (Windows, Office, Microsoft Outlook, Word and Excel).
5. In-depth understanding of Recreation, its programs both past and present, as well as the City's strategic plan.
6. Demonstrated ability to work independently and in a team environment.
7. Effective customer service and communication skills and demonstrated ability to coach and instruct individuals and groups.
8. Time management skills, ability to concurrently manage a variety of projects and priorities.
9. Demonstrated knowledge of Health and Safety Act and applicable regulations as it relates to the position.
10. Must possess a valid Class "G" Driver's Licence.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

NOTE 1:

Responsibilities may require evening and weekend work in response to the needs of the system being supported.

NOTE 2:

As a condition of employment, the successful applicant(s) will be required to obtain a satisfactory Criminal Reference Check or Vulnerable Sector Screening, at their own expense, prior to beginning work in this position.

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