CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
INFORMATION TECHNOLOGY DIVISION – INFRASTRUCTURE & OPERATIONS - LOCATION – 55 YORK BLVD., 6th floor

CONTINUOUS IMPROVEMENT ANALYST

SUMMARY OF DUTIES

Reporting to the Manager, Infrastructure & Operations, the Continuous Improvement Analyst is responsible for specific cross-departmental continuous improvement projects and is accountable for ensuring that Information Technology services are delivered effectively and efficiently.

Leading continuous improvement initiatives in a variety of roles or working as a sole contributor, the Continuous Improvement Analyst is accountable for ensuring that assignments are delivered with consideration to scope, schedule, cost and associated risks. The Continuous Improvement Analyst provides leadership, guidance, technical competence, innovative problem solving, and achieves results through effective teamwork.

The Continuous Improvement Analyst uses a "best practices" approach in seeking new technology, systems, research and analysis to support continuous improvement in the delivery of services provided by Information Technology

The Continuous Improvement Analyst investigates and recommends innovative/creative technology, policies and business processes for improving organizational effectiveness and efficiency.

GENERAL DUTIES

Working in a variety of staff resource configurations, consultants, or working as a sole contributor, leads specific projects and investigative assignments such as, technology upgrades, process improvements or implementation of software to support re-designed business requirements, cost-benefit analyses, benchmarking studies.

Assists in defining, and documenting project requirements and developing the project charter, scope, deliverables, timelines, resource requirements, and identify project risks. Works with the Manager, Infrastructure & Operations to secure funding and commitment from the project sponsors, stakeholders and project team members.

Organizes and facilitates communication and information sessions.

Thinks creatively, with a passion for and thorough knowledge of Information Technology implementations and is responsible for project plan development and project resource planning along with the identification of project task. Identifies project resources and skill requirements and estimates project and sustainability costs while overseeing the project schedule, milestones and project resources.

Investigates, develops, recommends and implements policies and procedures that enhance organizational effectiveness and creates a supportive work environment.

Promotes teamwork and provides direction to cross-functional and cross-departmental teams, provides clearly defined goals and objectives.

Analyzes feedback from Departmental pilot groups and stakeholders.

Works with vendors and contractors for supply of services.

Prepares oral and written presentations and reports regularly on the status of projects, milestone achievement, fiscal status, change and risk management. Prepares recommendations and outlines preferred course of action.

Identifies organizational problem areas and prepares background research. Prepares Requests for Information (RFI) and Requests for Proposals (RFP) to access external expertise when required.

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 normal functions of the job as defined.

QUALIFICATIONS

1. University Degree or College Diploma in Computer Science, Information Systems, Business Administration or related discipline.

2. Excellent written and verbal communication skills, facilitation skills and presentation skills, a team leader and mentor possessing highly developed negotiation and conflict resolution skills.

3. Progressive experience and work experience in the implementation of technology initiatives.

4. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.

5. Demonstrated ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem-resolution.

6. Possesses a high level of personal integrity with a demonstrated record of providing work direction related to project delivery.

7. Must possess expertise of the current suite of Microsoft and Cloud productivity tools, including O365 and associated features (One-Drive, Sharepoint, MS Teams), office suite including PowerPoint, Excel and Word. Microsoft Project an asset.

8. Knowledge of ITIL concepts.

9. Proven analytical and problem-solving abilities.

10. Strong interpersonal, written, and oral communication skills

11. Must possess a valid Class "G" Licence.

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

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

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