

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(INFORMATION TECHNOLOGY DIVISION – BUSINESS APPLICATIONS SECTION – LOCATION – 55 YORK BLVD., 6th FLOOR)

ENTERPRISE APPLICATION SPECIALIST

SUMMARY OF DUTIES

Reporting to the Supervisor, Business Applications, the Enterprise Application Specialist provides expertise and leadership in strategy, design, development, implementation, and support of cloud-based solutions leveraging Azure services (Azure Functions, Logic Apps, SQL Database, etc.), utilizing Power Platform tools (Power Apps, Power Automate, Power BI, D365), providing custom applications and automation of workflows, and integration of Microsoft 365 applications (SharePoint, Teams) delivered to both internal and external clients.

Gathering information from multiple sources in order to translate complex business requirements into functional and technical solutions, the Enterprise Application Specialist will engage with a variety of stakeholders and work collaboratively with project teams and external partners to deliver exceptional customer service that meets the needs of internal and external clients.

The Enterprise Application Specialist will be involved in all project phases, from requirements gathering, solution design and development, testing, deployment, and support. This position has access to sensitive and confidential financial and human resource information.

GENERAL DUTIES

Leads and coordinates the development and implementation of the new business and citizen-facing solutions leveraging Azure services (Azure Functions, Logic Apps, DevOps, SQL Database, etc.), utilizing Power Platform tools (Power Apps, Power Automate, Power BI, D365).

Analyzes information collected from diverse sources, breaks down high-level data into granular details, and discerns between user requests and the fundamental business requirements.

Identifies opportunities where technologies, systems and processes can improve business operations and helps achieve organizational goals through business process re-engineering, application, and data integration.

Reviews and analyzes existing applications and identifies opportunities to modernize, consolidate, and coordinate the independently designed applications within and across business divisions. Develops recommendations for IT Leadership and business leaders on consolidation and optimization opportunities.

Develops and supports custom solutions and interfaces using Power Apps, Power Automate, Power BI, Dataverse and other Power Platform Products. Embeds M365 components like SharePoint, Teams, Planner, etc. in the solution design as required.

Designs and configures custom end-to-end low-code solutions that enable business processes to be digitized with intuitive user experiences which improve service delivery, productivity, collaboration, and information sharing.

Participates in the development of IT strategies in collaboration with the other IT teams. Actively engages in advancing the team's SSDLC (Secure Software Development Life Cycle) practices, contributing to their continuous improvement and advocating for their significance and value within the team and broader organizational context. Collaborates with the architecture board on strategic application development and/or application acquisition.

Assists in post implementation support, troubleshooting, upgrades and system enhancements for custom or packaged applications while working collaboratively with Business Analysts, Solution Architects, Systems Analysts,

Project Managers, staff from other City areas, user groups, internal and external consultants and contractors, as well as vendors and external regulatory organizations.

Conducts research and testing of new concepts and use-cases to evaluate the business case rationale for implementation, maintaining cost effectiveness, and system flexibility. Provides recommendations to leadership on emerging products, services, protocols, and standards.

Understands and monitors the regulatory and security requirements for data as it relates to the municipal government sector. Ensures compliance with policies and procedures while also ensuring the availability and sharing of critical and highly sensitive City data.

Monitors the changes in Microsoft ecosystem of products, their offerings, enforcement rules, best practices, or product replacements, assesses their impacts and participates in the development of preventative and mitigative action plans.

Collaborates in the administration of the Microsoft M365 suite of productivity and Power Platform Centre of Excellence (CoE).

Assists in developing section goals, work plans and objectives by participation in strategic planning sessions.

Establishes and maintains regular written and in-person communications with the organization's executives, decision-makers, stakeholders, department heads, and end users regarding pertinent activities. Explains concepts to technical and non-technical stakeholders understanding business needs and its challenges.

Works in accordance with the City of Hamilton's Corporate and IT policies, processes and procedures; contributes to the creation and sustainment of technology frameworks and architectures and tools.

Acquires and applies knowledge of the City and IT department's strategic goals and objectives.

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. University degree in Computer Science, Information Systems or related discipline or an equivalent combination of education and relevant business experience.
2. Demonstrated 7 or more years of experience in cloud development with a strong focus on Microsoft Azure and Power Platform.
3. Proficiency in programming languages such as C#, SQL, JavaScript, XML, XSLT, Liquid markup and TypeScript.
4. Demonstrated experience with SOAP and RESTful web services, ASP.Net, .Net framework, JSON, CSS, and HTML.
5. Experience with Azure Functions, Logic Apps, DevOps, Microsoft 365 product suite, SharePoint Framework (SPFx), Power BI, Power Apps, Dataverse, Power Pages, Power Automate, Power Virtual Agent, or D365.
6. Working knowledge of SQL Server and relational database management system software, SQL Server Integration Services (SSIS), and Microsoft Dataverse.
7. Microsoft Certifications such as Azure Developer Associate, Power Platform Developer, Power Platform

Solution Architect, Teams Application Developer Associate, and/or Power Automate RPA Developer an asset.

8. Solid interpersonal skills and leadership qualities. Ability to communicate amongst all levels of leadership, staff, external partners and stakeholders with varying degrees of technical knowledge.
9. Strong project and change management skills and/or substantial exposure to project-based work structures. Proficiency and experience in gathering user requirements, defining system requirements, preparing specifications and architectural designs for the integration, implementation and support of cloud-based solutions into existing environments and infrastructure.
10. Working knowledge of best practices in Information Technology service delivery such as SSDLC, PMLC, ITSM, PMBOK, DAMA-DMBOK, COBIT, and ITIL.
11. Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations.
12. Experience working in a team-oriented, collaborative environment.
13. Excellent critical thinking, evaluation and analytical skills. Demonstrated ability for long-term visioning and strategic thinking.
14. Demonstrated organizational skills along with excellent documentation and report writing ability.

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