CITY OF HAMILTON

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

APPLICATION SUPPPORT SPECIALIST – EAM

SUMMARY OF DUTIES

Reporting to the Supervisor, Business Applications, the Systems Analyst - EAM is responsible for managing and supporting the technical architecture, integrations, and overall system functionality of Enterprise Asset Management (EAM) within the City's IT infrastructure. Through project and operational activities, this role requires deep expertise in system administration, integrations, ITIL frameworks, and troubleshooting across multiple support levels. The successful candidate will ensure the stability, scalability, and performance of Hexagon (HxGN) EAM while contributing to the City's technology roadmaps.

This position has regular access to confidential HR and Finance data.

GENERAL DUTIES

Provides technical oversight and administration of the Hexagon EAM platform, including configuration, security, and performance optimization.

Maintains data integrity of the EAM system through the setup of data structures to ensure data accuracy within the system.

Supports data management functions including import/export of asset, inventory, and work order data. Performs regular audits to maintain data integrity and executes mass data imports or exports as required.

Manages and supports integrations between Hexagon EAM and other enterprise applications including, but not limited to, ERP, GIS, CRM, and EDRMS.

Defines and assigns user roles, user groups, and permissions to ensure secure and controlled access.

Collaborates with vendors, internal stakeholders, and business units to troubleshoot system issues, enhance functionality, and implement application customizations and enhancements while adhering to industry and business best practices.

Ensures alignment with ITIL best practices for incident management, problem resolution, and change control processes.

Develops functional and technical specifications from detailed business requirements.

Leads development and implementation tasks identified on project plans to achieve goals, deliverables, and timelines.

Reviews release notes from application vendor to understand new features, fixes, or changes.

Designs, develops, and executes system test plans and user acceptance testing (UAT) including development of test cases and test scripts.

Assists in the development of standard operating procedures, knowledge articles, technical standards, governance policies, and best practices for application usage.

Works collaboratively with Solution Architects and Enterprise Architects to maintain system architecture documentation and identifies solutions for new business requests.

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

Responds to application issues from the user community, normally via the service desk; troubleshoot problems. Works with other Information Technology staff as required to resolve issues and identifies root cause. Escalates issues and requests to application vendors, staff, and other business stakeholders as required.

May be required to provide on-call support to users.

May be assigned to an initiative or project requiring the individual to take direction from other IT Managers, Supervisors and/or Project Managers.

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 or College Diploma in Computer Science, Information Systems, or related discipline.

2. Five plus years of experience in IT technical support, system administration, or enterprise software implementation.

3. Extensive hands-on experience with Hexagon EAM, including system configuration, integrations, troubleshooting, and customizations while adhering to industry and business best practices.

4. Advanced working knowledge of SQL databases (ORACLE, Microsoft SQL Server).

5. Familiarity with other ERP systems (ERP, GIS, CRM, EDRMS) their interactions with Hexagon EAM.

6. Working knowledge of application development lifecycles and supporting practices.

7. Ability to lead root cause analysis, incident resolution, and performance tuning for EAM related issues.

8. Strong documentation skills, including technical design documents, integration mappings, and system architecture diagrams.

9. Working knowledge of application quality assurance and change/release management best practices.

10. Ability to translate business requirements into design, functional and technical specifications.

11. Knowledge of fundamental ITIL standards,

12. Proven analytical and problem-solving abilities.

13. Ability to make sound and logical judgments.

14. 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.

* * * * * * * * * * * * *