

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(CUSTOMER SERVICE, PROVINCIAL OFFENCES ADMINISTRATION & FINANCIAL INTEGRATION DIVISION – BUSINESS & SUPPORT SERVICES – LOCATION – 330 WENTWORTH ST. N.)

POS SOLUTIONS ANALYST

SUMMARY OF DUTIES

Reporting to the Point of Sale Solutions Specialist, this position supports the City's point of sale (POS)) and ECommerce software applications. This position provides quality assurance, process enhancement recommendation, and system support. The role is responsible for administration, configuration, and development of the Pos/ECommerce platforms. This position is the functional liaison between the POS/ECommerce platforms and other technical resources within the City, including, IT, Azure, M365, D365, Power Platform, Power Pages, Vailtech, Officer, ICON and vendor support. The incumbent is responsible for designing and implementing new POS/ECommerce changes to enhance the user experience, as well as troubleshoot and resolve bugs.

The position requires in-depth knowledge of Microsoft Commerce/HQ software in support of business requirement analysis, design development, user testing, implementation, and deployment to IT resources responsible for server support, system integration and development efforts. The position is part of a responsive agile team.

GENERAL DUTIES

Manages the day-to-day operational functionality, performance and updating of the POS/ECommerce software applications as well as provides support to the management of applicable back-up support systems (that supports business continuity).

Reviews and analyzes existing items, services or products. Identifies potential process and system configuration changes required to meet business needs. Leverages capabilities of the POS/ECommerce system. Works with the BSS team and other internal/external stakeholders to gather business requirements from emerging trends in customer service channels.

Converts business requirements related to POS/ECommerce into functional and technical requirements as well as develops and executes reports or queries. Conducts analysis of results, including review of individual staff performance results, and based on analysis, makes recommendations to management which may impact staff resources and skill requirements.

Designs, tests, troubleshoots, implements and maintains system configuration to ensure the POS/ECommerce systems meet City needs, focusing on usability and customer service improvements and seeking ways to support future digital service delivery.

Develops analytical tools to monitor the performance and quality of service delivery for departments and divisions as well as provides support to the BSS team (when required). Provides advice to management and applicable stakeholders on performance improvement opportunities.

Collaborates with other departments on development and implementation of system development / enhancements aimed at service improvements, operational efficiencies, cost savings and increased system integration which impact the POS/ECommerce system.

Reviews system patches, upgrades and makes recommendations on applicability and implementation. Participates in review of product enhancements/upgrades as well as be aware of, and investigates, new product developments impacting POS/ECommerce and makes recommendations to Manager on future developments.

Oversees the effective management and resolution of issues/problems (either in-system or across applications) related to POS/ECommerce as well as ensures risks are identified and mitigated to foster business and performance continuity.

In partnership with internal clients, is responsible for the development and documentation of the processes and information required for service delivery to the public.

Prepares training and presentation materials and facilitates both training and continuous improvement feedback sessions on new and changing processes in conjunction with sensational service objectives.

Manages the escalation of any POS/ECommerce issues, ensures they are identified, tracked, resolved and that solutions are both effective and sustainable.

Develops relationships with other leading municipalities' POS/ECommerce technical counterparts in order to share, obtain information and benchmark success.

Prepares presentations and software demonstrations to various stakeholders on POS/E Commerce capabilities.

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 responsibilities as assigned which are directly or indirectly related to the normal functions of this position.

QUALIFICATIONS

1. Developed knowledge and experience in POS/ECommerce technologies normally acquired through the completion of a relevant degree in Business, Computer science or a combination of relevant education and work experience. Prior experience managing technical or process improvement projects required.
2. Considerable years of administrative/configuration/development POS/ECommerce experience within a customer service environment is required.
3. Demonstrated previous administrative/configuration/development experience in Microsoft Commerce/HQ (or related model driven apps), Dataverse, and Power Platform is required.
4. Considerable customer service experience with preference given to those who have worked in a customer service environment.
5. Demonstrated ability to write, interpret and modify Power BI, Excel Add Ins, Commerce SDK, C#,SQL, JavaScript with experience in D365 model driven application development, including Power Automate, Power Apps, and D365 APIs.
6. Demonstrated experience in project or process improvement management. Demonstrated practical experience working with user centered design and development of POS/ECommerce configurations. Demonstrated knowledge of analytics, performance analysis and reporting using Power BI.
7. Previous experience in innovation and process improvements. Demonstrated examples of changing status quo for improved ways of operating, including practical experience working with user-centred design approach to design and develop of POS/ECommerce configurations.
8. Strong verbal and written communication skills. Ability to relate effectively and tactfully with peers, all levels of management, elected officials and customers. Ability to adjust communication style based on audience, for example, describing technical matters to those who may not have technical expertise.

9. Experience with knowledge management practices (authoring, updating workflows, version control and managing user feedback mechanisms) used in one or more service delivery channels.
10. Experience extracting information, identifying and trouble-shooting problems. Must be able to handle multiple changing priorities and work on multiple concurrent assignments.
11. Demonstrated knowledge of analytics, and performance analysis.
12. Experience training adult learners including curriculum preparation, presentation and evaluation.
13. Proven organizational skills and the ability to work under very tight deadlines and with competing priorities.
14. Knowledge of legislation and standards relevant to the position – Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Occupational Health and Safety Act (OHSA), and Accessibility for Ontarians with Disabilities Act AODA.
15. Advanced experience working in a computerized environment with working knowledge of Microsoft Windows 11, and the current suite of Microsoft productivity tools (Word, Excel and PowerPoint). Ability to adapt to new computer applications. Preference given to those with experience using municipal business unit software including Azure, Vailtech, Officer,ICON.
16. May be required to travel to meetings off site.

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