

CITY OF HAMILTON

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

INTEGRATION ANALYST

SUMMARY OF DUTIES

Reporting to the Supervisor, Business Applications the Integration Analyst is responsible for the development, and sustainment of integrations across multiple platforms, systems and applications to ensure the seamless flow of data across the enterprise.

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

GENERAL DUTIES

Develops, implements and supports integration solutions across multiple systems – cloud based, on-premise and platforms that align with business and strategic objectives.

Collaborates with Information Technology teams and City of Hamilton stakeholders to understand requirements and integration needs across various systems.

Leverages integration tools and technologies to develop and manage Application Program Interfaces, data mappings, ensuring data integrity and accuracy.

Documents processes, workflows, procedures to ensure integration solutions are sustainable and comply with documented standards and best practices.

Identifies and resolves integration issues promptly to maintain system efficiency.

Manages and supports integrations between City's technology platforms including, but not limited to Enterprise Asset Management, Enterprise Resource Planning, Geographic Information Systems, Customer Relationship Management, and EDRMS.

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

Develops technical specifications for integrations from detailed business / functional requirements.

Reviews release notes from application vendor to understand new features, fixes, or changes that may impact in place integrations.

Supports the design, development, and execution of system test plans and user acceptance testing to ensure integration requirements are met.

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

Works collaboratively with Solution Architects, Integration Architects and Enterprise Architects to maintain system architecture and system design 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 integration 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.

Will 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. Three to five plus years of experience in application / system integration development and support.
3. Extensive hands-on experience developing / supporting integrations including issue investigation and resolution.
4. Advanced working knowledge of SQL databases (ORACLE, Microsoft SQL Server).
5. Good working knowledge of common system integration methods and technologies including Web services, SOAP, REST, JSON, XML Schema Definition (XSD), Extensible Markup Language (XML), business process automation and orchestration tools and software.
6. Experience with Microservices, Event-driven/reactive programming or other cloud native integrations development technologies is as asset.
7. Familiarity with Enterprise systems including Enterprise Asset Management, Enterprise Resource Planning, Geographic Information Systems, Customer Relationship Management, and EDRMS.
8. Working knowledge of application development lifecycles and supporting practices.
9. Ability to lead root cause analysis, incident resolution, and performance tuning.
10. Strong documentation skills, including integration mapping, technical design documents, and system architecture diagrams.
11. Working knowledge of application quality assurance and change/release management best practices.
12. Ability to translate business requirements into design, functional and technical specifications.
13. Knowledge of fundamental ITIL standards,
14. Proven analytical and problem-solving abilities.
15. Ability to make sound and logical judgments.
16. 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.

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