CITY OF HAMILTON

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

SYSTEMS ANALYST – ERP INTEGRATIONS

GENERAL DUTIES:

Reporting to the Supervisor, Business Applications, the Systems Analyst - ERP Integrations facilitates the effective use of business applications, technologies, databases, and development processes to meet the business needs of both internal and external corporate clients. Through project and operational roles, the System Analyst ERP Integrations defines application requirements including functional and technical specifications and designs, configuration rules and setup, and integration/installation and maintenance procedures for custom and/or packaged application solutions.

The System Analyst - ERP Integrations works on all scale of projects that require experience in multiple technical environments and possesses knowledge in a specific business and/or technology area. Providing development and support of middleware systems and integrations to PeopleSoft HR, Payroll and Kronos.

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

SUMMARY OF DUTIES:

Analyzes, designs and supports and provides administration for custom and packaged applications, including special and ad hoc projects that contribute to the realization of the City's Information Services Strategic Plan.

Prepares or contributes to work plans including time/effort estimates for assigned components or functions of projects or maintenance initiatives.

Develops functional and technical specifications from detail business requirements for new and existing applications.

Prepares development and implementation work plans and manages time and processes to achieve stated goals, deliverables and timelines.

Leads development and implementation initiatives based on project plans.

Analyzes data requirements, designs logical and physical data models.

Records, analyzes and co-ordinates solutions to technical problems related to the operation and performance of business applications within City departments and identify any necessary enhancements to the application.

Assists in post implementation support, upgrades and system enhancements for custom or packaged applications.

Works collaboratively with the Business Process Analysts, Business Architect and business representatives to develop overall designs for application development, maintenance, implementation and testing on projects/activities.

Designs, develops and executes system test plans including development of test cases and test scripts in collaboration with the Business Process Analyst.

Supports the creation and execution of User Acceptance test plans and test scripts.

Leads development and implementation initiatives based on project plans.

Supports the creation and execution of User Acceptance test plans and test scripts.

Documents issues/problems in relevant logs; participates in review of such issue/problem logs and in the identification of potential resolutions.

Researches, compiles and synthesizes information with regard to technology processes or applications

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

Maintains an effective relationship with Information Services staff to assist with quality assurance, program logic, and data processing.

Middleware support for implements of Oracle WebCenter, PeopleSoft modules, patches, upgrades according to industry defined standards and best practices.

Researches, defines, documents, and implements technical solutions for Oracle WebCenter and PeopleSoft integration application issues and change requests through application customizations and enhancements while adhering to industry and business best practices.

Responds to application issues from the user community, normally via the service desk; troubleshoot problems, work with programmers as required to resolve issues and identify root cause. Escalate as required.

Produces work products pertaining to the work assigned with initial guidance and moderate autonomy. Manages and reports on functional design and development activities for own work.

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 Business Applications Manager, 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 (5) to seven (7) years' experience in systems analysis, business application functional analysis, database modelling and analysis, application design, application development and application maintenance.

3. Experience in client/server and web-based application development and user support environments preferably in a municipal environment.

4. Experience in Oracle Webcenter, PeopleSoft Finance, integration development and support including best practices related to application integrations, upgrades and customizations

5. Working knowledge of relational database management system software (ORACLE, SQL Server along with Microsoft Access) and SQL (Structured Query Language).

6. Technical experience with Oracle WebCenter, Oracle SOA suite, Oracle Application Development Framework, Oracle JDeveloper IDE, MSMQ, FTP WCF, SQL, WebLogic server support and application administration.

7. Experience in configuration, troubleshooting, managing and administrating enterprise class application servers such as WebCenter, Weblogic, PeopleSoft, Kronos preferably in a municipal environment.

8. Demonstrated ability to write, interpret and modify one or more standard computer programming and scripting language commonly used in the development and support of client and web-based applications such as PeopleTools, PeopleCode, PeopleSoft App Package SQR, SQL, Net languages (ASP.Net, C#.Net, VB.Net), Python, C++, Java, VBScript and JavaScript

9. Working knowledge of application development lifecycles and supporting practices including but not limited to Release Management.

10. Working knowledge of application quality assurance best practices.

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

12. Knowledge of fundamental ITIL standards.

13. Proven analytical and problem-solving abilities.

14. Ability to make sound and logical judgments.

15. 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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