

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (INFORMATION TECHNOLOGY DIVISION -BUSINESS APPLICATIONS - LOCATION – 1227 STONE CHURCH RD. E.)

APPLICATIONS ANALYST - FIRE

SUMMARY OF DUTIES

Reporting to the Supervisor, Business Applications, the Application Analyst shall act as a technical lead within their assigned area of responsibility. In addition to their primary area of responsibility, the Application Analyst shall also be required to support all mission critical applications that support Fire Dispatch operations in absence of their peer.

GENERAL DUTIES

Provide support to the Fire Department on the specific technology application being implemented and utilized in support of program delivery e.g. Fire Computer-Aided Dispatch (CAD), Fire Records Management Systems (RMS), Mobile Data Terminal (MDT) Environment, Defibrillator Data Management, Paging System and other department specific applications.

Responsible to self-manage their workload in conjunction with the other FIRE Applications Analyst

Maintain confidential computerized databases with respect to general personal information, staffing attendance data, training records, fire incident reporting, property information files for tactical and inspection purposes, fire response / deployment model, CAD GIS data / mapping, asset tracking and maintenance. Analyses data requirements, designs logical and physical data models and makes recommendations to management.

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

Knowledge of fundamental ITIL standards

Provide initial hardware support services for Fire specific applications, including routine maintenance of both desktop and mobile environments and performs back-ups as required for Fire specific applications.

Evaluate the efficiency and effectiveness of deployed systems and determines information systems strategies.

Analyze business requirements, conducts feasibility and cost/benefit studies.

Assess information technology and data/systems needs and requirements of the Fire Department and identifies and evaluates feasibility of various technological options.

Assess impact of technology on service delivery/resources/business and costs/savings, and develops recommendations, including opportunities for maximizing technology and improving efficiency of business practices.

Assist in the development, testing and configuration of the specific applications and the fine tuning and implementation of upgrades, new releases and enhancements to the applications and systems for unit, system, performance, usability, user acceptance, disaster recovery and implementation tests.

Design system specifications; prepare requirements for ensuring proper system testing, implementation and proper operation following recognized project management best practices.

Prepare system and user documentation to facilitate transfers of knowledge and provides consultation, technical support and user training to the Department on the specific technology application being implemented.

Manage user accounts and conduct regular system audits to ensure confidential information is protected from unauthorized access and that all requirements for protection of data are followed as set out in applicable legislation.

Liaise with Fire Communications, RMS end users to analyze and resolve system software and related operational problems.

Participate as a member of the Department IT Team and serving on project teams engaged in development of technology performance standards; evaluating or developing new utility routines and providing practical technological input to innovative applications design and development approaches.

Develop and maintain business continuity plan as it relates to department specific applications/systems to ensure the implementation of best practices and uninterrupted service delivery.

Consult with system users of CAD, RMS and Intranet Site and develop and maintain various database reports as required to support day-to-day operations and the Department management team.

May be required to provide support to deal with mission critical software and hardware problems for IT functions that support emergency functions relating to the corporate radio support systems, CAD, RMS, paging system and mobile data terminal environment after normal business hours.

Perform other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. University degree in Computer Science or a related discipline with several years of progressively more responsible experience in developing/maintaining complex information technology applications or the approved equivalent combination of education and/or relevant work experience.
2. Demonstrated experience in business and data analysis for a highly technically diverse systems environment.
3. Proven technical skills in working with relational databases (i.e. Oracle, SQL Server, SQL Language, MS Access), programming (i.e. Visual Basic, C#, Delphi, Java programming), web design (i.e. HTML, XML, Web tools, Adobe Flash, ASP.net) and database report writing (i.e. Crystal Reports or similar data reporting tools).
4. Working knowledge of application development lifecycles and supporting practices including but not limited to Release Management.
5. Preferred candidate shall have demonstrated system administrative experience in emergency services type business applications such as Computer Aided Dispatch, Records Management Systems, Scheduling, Asset Tracking, Mobile Data Terminals & Mapping Systems.
6. Knowledge and practical experience supporting networked computers including systems administration functions using Windows 7/10, Windows Server 2008, MS SQL Server 2012 network/hardware operating systems.
7. Working knowledge of wireless data communications systems (AVL, GIS, Citrix, wireless protocols).
8. Proven analytical and problem solving skills.
9. Understanding of configuration and systems administration principals and best practices.

10. Proven commitment to customer service, performance quality and continuous improvement.
11. Excellent interpersonal, oral and written communication skills to provide troubleshooting support, prepare technical documentation and reports on problems and to deal effectively with all levels of management and staff.
12. Previous experience in working effectively with a group of multidisciplinary staff in a project team setting.
13. Ability to work with competing demands, prioritize and meet deadlines.
14. Travel within the City of Hamilton as required.
15. Must possess a valid Class G Driver's Licence and be able to maintain same.
16. Must be available to provide on call support.