CITY OF HAMILTON

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

SYSTEMS ANALYST – ENTERPRISE RESOURCE PLANNING

SUMMARY OF DUTIES

Reporting to the Supervisor, Business Applications, the Systems Analyst (ERP) 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) 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, on premise and in the cloud.

The Systems Analyst (ERP) works on small and medium projects, or a sub-set of functionalities on complex projects, that requires experience in multiple technical environments (e.g. Microsoft Power Platform, Microsoft D365, Billing and Financial, Time and Attendance, or Records and Document Management Solutions) and possesses knowledge in core business processes (ie Enterprise Resource Planning).

This position has regular access to confidential HR and Finance data; or supplies confidential data to these systems.

GENERAL DUTIES

Analyzes, designs and supports municipal client and web-based 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 larger projects or maintenance initiatives.

Develops functional and technical specifications from detailed business requirements.

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.

Records, analyzes and co-ordinates solutions to technical problems related to the operation and performance of business applications within various departments and identifies opportunities to enhance the application.

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

Works collaboratively with the Business Analysts, Business Architect, Solution 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.

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

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 Technology staff to assist with quality assurance, program logic, and data processing.

Serves as a mentor to Application Support Analysts and rotating Cooperative education work-term positions

Implements modules, patches, upgrades related to the Corporate ERP systems according to industry defined standards and best practices.

Researches, defines, documents, and implements technical solutions for ERP 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 other Information Technology staff 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 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 (5) to seven (7) years' experience in application development, design and analysis and application maintenance.

3. Five (5) to seven (7) years' experience in client, web-based application development and user support environments. Extensive knowledge and experience in ERP (e.g. Microsoft Power Platform, Microsoft D365, Billing and Financial, Time and Attendance, or Records and Document Management Solutions) and ERP integrated application development and support including best practices related to application upgrades and customizations.

4. Hands on experience with Power Apps and Microsoft Power Platform.

5. Demonstrated development experience with JavaScript, JSON, TypeScript, C#, SQL, HTML, .NET, Microsoft Azure, Microsoft 365, RESTful Web Services, ASP.NET, Power BI, Power Apps, DataVerse, SharePoint Online, Power Automate, and Power Virtual Agent.

6. Experience in development of Canvas and Model-driven Power Apps by utilizing Microsoft Dataverse, SharePoint, or other databases as the backend data storage model.

7. Working knowledge of relational database concepts and management system software.

8. Demonstrated ability to provide mentorship to staff by providing guidance, advice, feedback regarding development languages, the development lifecycle.

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

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

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

12. Knowledge of fundamental ITIL standards and SOA standards.

13. Proven analytical and problem-solving abilities.

14. Ability to make sound and logical judgments.

15. Strong interpersonal, written, and oral communication skills.

16. Extensive experience in researching, defining, documenting, and implementing technical solutions for ERP application issues and change requests through application customizations and enhancements while adhering to industry and business best practices.

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

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