

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (EPIDEMIOLOGY, WELLNESS AND COMMUNICABLE DISEASE CONTROL DIVISION – BUSINESS OPERATIONS – 4th FLOOR - 100 MAIN ST. W.)

APPLICATIONS ANALYST – PH - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Business Operations, this position facilitates the development and effective use of web and business applications including knowledge management systems, databases and internet and intranet technologies, that meet the business needs of Public Health Services, in alignment with Corporate Information Services standards. Through project and operational roles, this position undertakes a user-centred design approach to business and user requirements analysis, prototype, design and user testing, implementation and deployment specifications. Through an ongoing support role, this position undertakes continuous business and user requirement review, user research and web analysis, application, documentation and technology updates, and user training (as required). This position is responsible for user registration processes related to provincially mandated applications.

GENERAL DUTIES

Web-based eHealth Applications

Analyzes, designs, develops, tests, implements or manages the implementation of departmental, client and web-based applications, including knowledge management systems, Web 2.0 technologies, databases and web interfaces with a focus on usability, readability and accessibility for staff and user needs.

Collaborates on the development, implementation and maintenance of web application development standards, web analytics standards, and in the development and review of business, user-centred design and accessibility specifications for both "in-house" and contracted web applications development.

Analyzes, designs, develops and tests online content, information architecture, web advertisements, e-newsletters, email communications and other digital media while developing and incorporating measurement and tracking strategies to meet defined online business objectives.

Maintains the PHS@work intranet site and provides support for designated web page authors.

Records, analyzes and co-ordinates solutions to complex technical problems related to the operation and performance of business databases and/or applications within various divisions of PHS and external partners and recommends any necessary enhancements in the system.

Analyzes, designs, develops, tests, implements and maintains on-line metadata and/or application help databases to include new or revised business data layers and/or application functionality.

Identifies topics where additional education and training is required, develops and delivers training programs and supplementary documentation-for the PHS user community.

Project Management

Collaborates on cross-functional teams within the team, division, department, and corporation, taking on leadership and facilitation roles as required. Collaborates with communications, graphics design and marketing staff internally and externally in the development of online content and marketing campaigns.

Collaborates on the planning, scheduling and purchasing of business and web applications technology and services.

Prepares project plans and estimates for current and capital budgets required for the analysis, design, development, testing, implementation and maintenance of department web applications and technologies.

Security, Compliance and Continuous Improvement

Analyzes, designs, develops, tests, implements, and maintains standard workflows and procedures, and audit system and application accesses, to ensure that data security and integrity are maintained in accordance with legislation (MFIPPA, PHIPA).

Liases with Corporate Information Services with respect to network and database security, client support, data management, project and resource management, and customer relationships with respect to application implementation, use, and maintenance.

Performs local registration authority duties related for provincially-mandated PHS applications, e.g. IPHIS, Panorama, OHISS, etc.

Ensures that eHealth communications meet legislative requirements for accessibility (AODA).

Monitors the integrity of PHS eHealth communications, taking steps to ensure that problems are resolved by web page authors.

Employs existing software tools and procedures to analyze and provide strategic insights around online advertising, social media, online marketing campaigns and search and site optimization. Distributes data in a variety of standard and media formats, ensuring data distribution contracts, copyright and statement of liability are complete and properly authorized and in compliance with privacy legislation and protection of personal information.

Receives data from Corporate applications, online sources and business partners and, using existing tools, analyzes, verifies and documents the content and quality of the data, imports it into the business environment, and proposes a maintenance plan that meets the business user's requirements.

Other

Provides support to the PHS Emergency Operations Control team as required.

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. Developed understanding of Computer Science, web applications, and technologies normally acquired by attaining a University Degree in Computer Science or Computer Technology combined with relevant business experience.
2. Progressively responsible and practical experience in business and web-based application development, online content and digital media development including practical experience working with user-centred design approaches to client and web-based interface development, web analytics, web accessibility and other industry standards that affect design and development.
3. Demonstrated experience in project and operational application development and support employing project and support techniques and processes.
4. Strong working knowledge of relational database management system software (ORACLE, SQL Server along with Microsoft Access) and SQL (Structured Query Language).
5. Ability to write, interpret and modify .Net, CSS, JavaScript, XML, and other computer programming

languages used in the development and support of client, and web-based applications.

6. Experience using Adobe Flash, Photoshop, Fireworks and other digital multimedia tools for the development of web interfaces and online content.
7. Demonstrated experience with team-based projects based on continuous improvement principles.
8. Excellent interpersonal, presentation, and facilitation skills, to communicate effectively with PHS staff, all levels of City staff, external consultants and suppliers.
9. Strong analytic, process mapping and report writing skills.
10. Ability to handle multiple changing priorities and work on multiple concurrent assignments.

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