

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT

(HOUSING SERVICES DIVISION – HOMELESSNESS, POLICY & PROGRAMS – LOCATION – 350 KING ST. E., UNIT 110)

### APPLICATIONS ANALYST – HOUSING INFORMATION SYSTEMS - CUPE 5167

#### SUMMARY OF DUTIES

Reports to the Program Manager, Homelessness, Policy & Programs. Facilitates the effective use of business technologies, databases, and applications to meet the needs of both internal and external corporate clients.

Through project and operational roles, this position undertakes business system requirement analysis, functional design specifications, technical design specifications, development and implementation of applications and supporting technologies and documentation, user training and general user support.

The Applications Analyst works with the various user groups to leverage and improve the use of existing or new software applications for Homelessness, Policy & Programs. This is accomplished through continual improvement initiatives, data analysis, reporting, workflow design/documentation, and enabling efficient data collection and management processes.

#### GENERAL DUTIES

Analyzes, designs, develops, implements, maintains, and integrates Housing and Homelessness business applications, including special and ad hoc projects for the Housing Services Division. Analyzes and reviews corporate and functional-specific business application requirements, including resources, hardware/software, data sources, training and preparing preliminary impact analysis.

Collaborates on the development, implementation and maintenance of Housing and Homelessness application development standards, and the development and review of business specification and design documents for both "in-house" and contracted applications development.

Analyzes, designs, develops, implements, and maintains standard workflows and procedures, Audit System, and application accesses to ensure that security policies and data standards are being applied and are effective.

Undertakes and assists in the analysis and reconciliation of conflicting data, whether from spatial or relational database sources.

Records, analyzes and co-ordinates solutions to complex technical problems related to the operation and performance of Housing and Homelessness databases and/or applications. Implements any necessary enhancements to these systems. Leads the creation and maintenance of custom applications using programming and spatial and relational database knowledge.

Designs, plans, and conducts queries to identify data that will support the business needs of the Division. Compiles results and prepares special data reports.

Identifies topics where additional education and training is required. Develops training programs and supplementary documentation, co-ordinates and conducts training programs for the user community. Analyzes, designs, develops, implements and maintains on-line metadata and/or application help databases to include new or revised business data layers and/or application functionality.

Liaises with the Department's other functional sections 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.

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

Collaborates on the planning, scheduling and purchasing of business applications, prepares and contributes to Requests for Proposals, Request for Information, and evaluates bids for purchasing additional software and services.

Assists in the preparation of project plans and estimates for current budgets required for the analysis, design, development and implementation and maintenance Housing and Homelessness Systems.

Delivers training to internal staff and the user community. Oversees budget plans and recommends future budget appropriations.

Employs existing software tools and procedures to analyze, extract and distribute data in a variety of standard and media formats, maintaining a detailed data service request log.

Receives data from external agencies and, using existing tools, analyzes, verifies and documents the content and quality of data. Identifies and assists in the resolution of problems.

Receives and answers enquiries and provides daily support to users in a multi-disciplinary environment.

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.

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

## **QUALIFICATIONS**

1. Demonstrated level of expertise related to the duties described above, normally acquired through a Bachelor of Computer Science or College Diploma in Computer Science or other related discipline or a combination of University education and relevant work experience. Working knowledge and experience with housing and homelessness program planning, implementation and evaluation.
2. Demonstrated experience in the implementation and support of information management systems using technology, preferably in a government environment with a focus on computer system application for the delivery of high-quality, day to day client services, asset, and work management. Experience with Homeless Individuals and Families System (HIFIS) is an asset.
3. Comprehensive knowledge and practical experience in computer software applications such as Crystal Reports, Microsoft Excel, Adobe, SQL Server etc. Demonstrated experience in web-based technology and relational databases.
4. Practical experience in analyzing, designing, developing, implementing, maintaining and database systems working with business applications technology and providing user support preferably in a municipal environment. Ability to translate functional technical specifications into configuration logic.
5. 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 C#.Net and VB.Net, SQL, VBScript, XML, WSDL. Must be able to retrieve and manipulate data accurately and at an acceptable speed.
6. Excellent presentation, analytical, report writing, and interpersonal skills to communicate effectively with all levels of City staff external consultants, and community stakeholders. Ability to engage and motivate in a learning environment.

7. Ability to establish and maintain sound working relationships with a variety of stakeholders including but not limited to other levels of government, external community agencies, internal departments, consultants and other service providers.
8. Must be able to handle multiple changing priorities with excellent organizational and time management skills. Demonstrated ability to plan and organize work, set priorities and meet deadlines.
9. Thorough working knowledge of Project Management principles and techniques. Ability to work independently and in a team setting with the ability to lead and train professional and technical team members. Ability to exercise discretion, judgement and work with a degree of autonomy.
10. Must possess a Class "G" Driver's License.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

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

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