

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (GROWTH MANAGEMENT – BUILDING DIVISION - LOCATION – CITY HALL, 71 MAIN ST WEST)

AMANDA SUPPORT ANALYST & PROGRAMMER - CUPE 5167

SUMMARY OF DUTIES

Reports to the Manager, Technology Services, Planning and Economic Development.

Provides technical support for AMANDA and all related third party applications to all core users, decision makers and internal / external support staff. Through project and operational roles this position undertakes business requirement analysis, functional design specifications, technical design specifications, development, testing and implementation of supporting technologies as well as creates documentation, user training and provides general user support.

GENERAL DUTIES

Assist the Application Analyst to analyze, design, develop, implement and maintain AMANDA workflows and procedures and audits system and application to ensure that security policies and data standards are being applied and are effective.

Assist the Application Analyst in analyzing and reviewing functional-specific business application requirements for licensing and permitting needs of the Planning and Economic Development department and develops and implements plans to meet these needs.

Assist with implementing new modules / functionality and application upgrades. Help to identify process changes to take advantage of new functionality.

Supports and troubleshoots production problems for all AMANDA modules, workflows and third party applications such as Yellowfin, SmartGuide, Portal, ProjectDox.

Assists with the creation and maintenance of custom applications using programming and relational database knowledge.

Assists in creating reports relating to all records in AMANDA using SQL or AMANDA Analytics (Yellowfin).

Develops and delivers documentation, procedures and end-user training as needed and provides support to the user community to ensure maximum benefits are derived with respect to applications.

Creates and supports online work flows hosted on CSDC Portal that integrate with AMANDA.

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

Receives and answers enquiries from staff as part of the AMANDA Support Team.

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.

Keeps abreast of new technology and how it affects business applications.

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

QUALIFICATIONS

1. Developed understanding of Computer Science or related discipline, web applications and technologies normally acquired by attaining a University Degree in Computer Science or College Diploma in Computer Technology or an equivalent combination of education and relevant business experience.
2. Thorough working knowledge of AMANDA. AMANDA Certification would be an asset.
3. Progressively responsible and practical experience in business application development, support and analysis, including practical experience working with business applications technology, preferably in a municipal environment.
4. Working knowledge of relational database management system software (ORACLE, SQL Server, Microsoft Access) and SQL (Structured Query Language).
5. Ability to write, interpret and modify at least one standard computer programming and scripting language commonly used in business applications (such as SQR, Visual Basic, VBScript, HTML, and ASP).
6. Experience with SmartGuide, CSDC Portal, ProjectDox, Yellowfin would be an asset.
7. Must be able to handle multiple changing priorities.
8. Good working knowledge of Project Management principals and techniques.
9. Excellent presentation, analytical, report writing, and interpersonal skills to communicate effectively with all levels of City staff, external consultants and suppliers.

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