

## **CITY OF HAMILTON**

### **PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT**

### **(BUILDING DIVISION – CUSTOMER ENGAGEMENT SECTION- LOCATION – 71 MAIN ST. W., 3rd FLOOR)**

### **APPLICATION SUPPORT COORDINATOR – CUPE 5167**

#### **SUMMARY OF DUTIES**

Reporting to the Supervisor of Customer Engagement this position is responsible for the performance of the Building Divisions electronic portals including ePLANS, ProjectDox, AMANDA, POS, and Laserfiche. This position will ensure that internal/external users such as City staff, private sector developers, applicants, and other stakeholders can effectively use the portals and will identify continuous improvement opportunities which will result in an improved user experience within the electronic portals.

#### **GENERAL DUTIES**

##### **Application Specialist**

Be the link between software developers, information technology division, and internal/external users of business applications.

Gathering user requirements and business needs from internal/external users of Building portals. Working with vendors to ensure user requirements are met including user acceptance testing after new portal versions go live.

Assess efficiencies, recommend and implement action items. Capable of investigating and gathering information on user issues to coordinate between software experts, information technology division and portal users ensuring technical needs are understood and addressed.

Maintaining a bug list from internal and external user complaints and managing them by priority with applicable internal or external software teams.

Be capable of articulating the issues that users are facing to internal (information technology division) and external software developers.

Able to do basic data analysis in excel to report on portal performance and investigate issues.

Evaluate and map processes, document procedures, and build automation to ensure effective and efficient business practices. Create process maps in Visio or similar software.

Ensure AMANDA and ePLANS system is up to date with current fees as per the Building By-law and other applicable User Fee By-laws.

##### **Reports & Documentation**

Prepare procedures and documentation, including creating detailed instructions / user guides for Amanda and ProjectDox for internal and external users as applicable, including production of video tutorials to be made available on the City of Hamilton website for external users.

Develop necessary reports to aid in analyzing the functionality of systems, required time frames and any other reports deemed necessary by the Building Division.

##### **Deliver Training**

Develop and maintain training materials and plans. Train all Business Unit users and external agencies & applicants on new processes and software in a group setting or on an individual basis to effectively utilize the online portals. Deliver continuing reinforcement training, including onboarding training for new employees.

### **Maintenance & Support**

Provide day-to-day support for all internal and external ePLANS users. Triage service requests to determine appropriate resolution. Troubleshoot and assess when to escalate to ITS/software service provider as required.

Participate in City's internal user group to develop and review the ePLANS portal, AMANDA and ProjectDox's strategic business and systems planning and participates in external municipal user group to learn best practices from other users.

Provide assistance to the front counter and phone inquiries for application administration and customer service.

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

### **QUALIFICATIONS**

1. A degree or diploma in business, information systems or related discipline.
2. Considerable experience in creating, designing, and developing business process maps for the purpose of automating business processes, supporting digital transformation, and delivering online services.
3. Experience supporting automated process implementation, which includes training, facilitation, change management and customer service.
4. The ability to act independently, with strong problem solving and decision-making skills.
5. Demonstrated ability to train, mentor and coach.
6. Must possess excellent written and verbal skills.
7. Effective facilitation, presentation, problem solving, and customer service skills required to present and solve issues occurring in online portals.
8. Able to handle sensitive and private information of applicants with tact and discretion.
9. Public sector / municipal work experiences an asset.
10. A strong dedication to serving clients and ability to work closely with end users.
11. Work exceptionally well in cross-functional teams.
12. Ability to work in a strategic and proactive manner to perform under pressure, on multiple assignments to meet deadlines with minimal supervision.
13. Ability to provide effective and efficient customer when communicating with Directors, Managers, City staff, external agencies, developers, architects, residents and other applicants face-to-face or via telephone / email.
14. Must possess numerical aptitude and computer literacy skills in Microsoft Office Software (Word, Excel, PowerPoint). Working knowledge of ePLANS, ProjectDox, AMANDA, POS, and Laserfiche would be an asset.