CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
GENERAL MANAGER'S OFFICE (STRATEGY, QUALITY AND CONTINUOUS IMPROVEMENT SECTION)
LOCATION – 77 JAMES STREET NORTH

EAM SCRUM TEAM SPECIALIST - C

SUMMARY OF DUTIES

Reporting to the Manager, Strategy, Quality and Continuous Improvement of the Enterprise Asset Management (EAM) Project, the EAM SCRUM TEAM SPECIALIST will contribute to a dynamic team of professionals. The successful candidate will support project activities of the EAM Project within Public Works with the objective of supporting the development of processes, workflows, and configuring and implementing the EAM system that will positively affect the implementation of the Public Works EAM Project and enhance public service to the community.

GENERAL DUTIES

Support the workflow development, configuration and implementation of a Department wide EAM system.

Core Team

Participate in the project delivery models as a core team member providing expertise during Stage 1 Discovery and Design and acting in a Scrum Team member role during Stages 2 and 3 for Enterprise and Divisional setup, configuration, implementation and training support. This will include the following:

As a core team member, you can expect to participate in workshops, team meetings, scrum planning sessions, showcases, retrospectives and daily sprints.

Support the business analysis, requirements and associated documentation of the Enterprise and Divisions.

Support the development of models, database schema and processes.

Design and develop solutions for moderate to complex problems related to workflows, data ingestion and data consumption.

Develop user interfaces and user experience.

Provide technical support to other team members for analysis and testing.

Develop Enterprise and Division specific test cases and acceptance tests.

Identification of potential risks as well as development of plans to mitigate.

Work with training and operations to support training efforts, including the support of needs analysis, input and support of the design and delivery of training programs.

Participate in defining project scope; reviewing business requirements and ensuring key deliverables are conducted according to success metrics.

Regularly communicate/interface and build strong relationships with all appropriate stakeholders and project team members.

Serve as change agents who identify the organizational improvements needed, design systems to implement those changes, and train and motivate others to use the systems.

Required to provide daily updates via the reporting tools on work progress, activities, issues and time spent on each activity type.

Perform such other duties as may be assigned.

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Scrum Team Requirements

As part of a scrum team, each member plays an equal role in the work effort. Work assignments are shared across the group. It is not necessary to be a developer, although there will be need of a developer role. It is important that the EAM project balances out the skills and knowledge base of the team so that it may be successful. The following list of requirements are needed to have a well-rounded team. We are seeking the best candidates to round out this portfolio. Candidates are not required to have all the following skillsets so long as the team is comprised of the following:

- Developer– experience with Interfaces/Integration
- GIS/Arc GIS – specifically ESRI
- Database Analyst
- System Configuration experience
- Testing Experience
- Experience with Legacy Asset Management Systems (Infor IPS, Infor EAM, Archibus, Asset Planner, Avantis, BMS, Cityworks, HMIS, Trapeze)
- Experience within Public Works (Engineering Services, Environmental Services, Energy, Fleet, Facilities and Maintenance, Hamilton Water, Transit, Transportation Operations Management)

QUALIFICATIONS FOR SCRUM TEAM SPECIALIST – TYPE C

1. Experience related to the duties listed above, normally acquired through the completion of a degree in Computer Science, Business Analysis, Computer Engineering or other related fields plus progressive work experience or an equivalent combination of education and work experience.

2. Experience with Computer Maintenance Management Systems and Asset Management Systems used in the City of Hamilton.

3. Knowledge and experience with Scrum methodology preferred.

4. Experience encoding business rules or monitoring business activity.

5. Experienced at Microsoft Excel, Power BI, OLAP tools/programs for running reports, Microsoft Visio, Microsoft Project.

6. Knowledge of EAI technologies and the general challenges of heterogeneous application integration.

7. Able to translate business functional requirements into technical requirements and vice versa.

8. Strong asset management experience. Understanding of asset concepts such as hierarchies, service levels, work management, etc.

9. Experience in technology initiatives. Knowledge of Software Quality Assurance and Testing practices. Use of quality assurance tools and best practices.

10. Knowledge of data modelling and data visualization tools.

11. Ability to work in a collaborative team environment.

12. Flexible and adaptable; able to work in ambiguous situations.

13. Strong communication skills.

14. Resilient and tenacious with a propensity to persevere.

15. Organized, self-motivated and self-monitoring individual with good written and verbal communication skills.

16. Knowledge of Enterprise Asset Management and Asset Management System(s).

17. Comfortable working in complex environments and multidisciplinary teams.

18. Have creative thinking and analytical approach.

19. A team player with excellent customer service and interpersonal skills, able to respect and deal with highly confidential and sensitive issues.

20. Attention to detail. Ability to work under pressure and to tight deadlines.
21. Initiative. Proactively identify issues and propose solutions/remedies.
22. Strong problem-solving capability.
23. Exposure to Cloud based technologies is an asset.
24. Knowledge of Business Objects is an asset.
25. Knowledge of City Systems such as PeopleSoft, Lagan, ESRI, Microsoft BI is an asset.