

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
TRANSPORTATION OPERATIONS & MAINTENANCE DIVISION – BUSINESS INITIATIVES
LOCATION –100 KING ST. W.)

DATA MANAGEMENT SYSTEM ANALYST - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Senior Project Manager, Business Systems, this position will have procedural, quality control and assurance, technical/computer application user support, basic financial and inventory control responsibilities associated with the effective and efficient operation and application of the Maintenance Management systems in the Transportation Operations & Maintenance Division. The examples of the systems are: Infor Public Sector (Hansen), CityWorks and various ESRI GIS applications including mobile apps.

SPECIFIC DUTIES

Procedural – Asset Maintenance, Citizen Request and Work Management with focus on Workflows, Standards and Configuration within Infor Public Sector (Hansen), CityWorks or similar Maintenance Management Systems

- Analyze, design, develop, implement, maintain, and improve business workflows in direct cooperation with Section staff and business analysis teams
- Develop, update and distribute reference manuals for users of the supported systems
- Conduct user training and refresher courses focusing on efficient use of the computer applications
- Define improvements and changes to application database components and codes definition structure within applications
- Define and maintain user groups and user access profiles within supported application systems
- Create and maintain activity workflows, cost and other reports through applicable reporting software (i.e., Crystal Reports)
- Create, configure data driven dashboards within supported applications

Data Quality Control and Assurance

- Develop, recommend and implement policies, procedures and business processes in order to ensure data integrity
- Assess needs, create specs, deliver and distribute management, exception and other data driven reports
- Monitor data captured through diagnostic reports to ensure quality, timeliness, validity and quantity of the information
- Conduct and analyze statistical and financial variances through reconciliations of data
- Report on and correct data deficiencies through defined protocols

Technical/Application Systems Support

- Provide technical coordination for new and existing activity-based costing and reporting processes
- Assist in the development, maintenance and implementations, and upgrades of application systems through liaising with other corporate technical resources being Subject Matter Expert from the Division
- Install applicable software as required and initial troubleshoot software issues as reported by our users before engaging IT support. Liaise with Corporate IT support.
- Represent the data-management team as a reconciliation system resource and liaise with Division and F&A staff to resolve identified data problems/issues.
- Maintain interfaces/linkages with other software and corporate processes such as GIS and PeopleSoft systems
- Assist with data conversions and uploads/interfaces to and from other systems
- Assist in the development and implementation of new systems within the Division

Financial

- Extract and distribute data in a variety of standards and file media formats (e.g., Infor Public Sector (Hansen), Crystal Reports, G/L, A/R Recoverable billings and weekly Payroll extracts)
- Assist Finance & Administration staff in the annual review of systems unit rates (e.g., Vehicle & Equipment, Burden Labour Percentages)
- Ensure process and financial correlation between costing and planning systems

Inventory

- Establish and maintain standards for inventory and material control and management in conjunction with program staff and system specifications within the supported applications
- Conduct random stock audits in conjunction with program staff
- Analyze, reconcile and report on variances of physical count to inventory record in databases
- Represent the Division as liaison with Finance & Administration staff on inventory matters

Prepares reports and presentations on Divisional activities and results relating to the Division's data management system processes.

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 responsibilities of the position with focus on research of new computer technology, systems configurations and projects coordination.

QUALIFICATIONS

1. Demonstrated knowledge of cost accounting procedures, financial accounting principles and business analysis acquired through the completion of a College Diploma or Degree in Business or Accounting with strong interest in computer database applications, or equivalent combination of education and related work experience and aptitude for cross-functional business analysis and computer system application support for Divisional users.
2. Demonstrated experience in the design, development, implementation and support of business systems using business applications technology, preferably in an municipal or other government operations or similar environment with focus on computer system applications for delivery of high-quality, day-to-day municipal services, asset and work management
3. Previous experience designing and delivering training to user groups as well as creating manuals and associated training materials.
4. Must be able to input, retrieve and manipulate data accurately and at an acceptable speed.
5. Advanced knowledge of Microsoft computer software programs such as Windows, Outlook, Word, Excel, Access, and Powerpoint.
6. Excellent presentation, analytical, report and procedures writing skills and interpersonal skills are needed to communicate effectively with all levels. Ability to engage and motivate in a learning environment.
7. Demonstrated user knowledge of the Peoplesoft financial system would be considered an asset.
8. Previous experience in Database administration (.eg Oracle or SQL Server) is required.
9. Previous experience with Infor Public Sector (Hansen), CityWorks or other Maintenance Management Systems, GIS (Geographic Information Systems) and Crystal or similar reporting systems development and maintenance from a functional perspective would be considered a strong asset.

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10. Ability to work independently and in a team environment as well as demonstrated initiative, tact, judgement and responsibility in a fast paced environment with multiple, changing priorities.
11. Must possess good conflict resolution skills.
12. Possession of a valid Class G driver's license and access to a personal vehicle.

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