

CITY OF HAMILTON

PUBLIC WORKS

(CORPORATE ASSETS & STRATEGIC PLANNING, CENTRAL FLEET - LOCATION – 330 WENTWORTH STREET NORTH)

APPLICATION ANALYST-CENTRAL FLEET – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Superintendent, Materials Management and Fuel Control, the Application Analyst designs, codes and maintains transactional, analytical and administrative custom and packaged client, client-server and web based applications that support key business activities. Through project and operational roles, the Application Analyst is responsible for, developing test plans and scripts, generating test data, unit testing and conducting application testing as access is available from IT to the Central Fleet client group.

As part of Central Fleet, the Application Analyst supports and maintains enterprise and business specialty systems, configures and installs new packaged solutions and upgrades and deploys custom developed small to medium-scale applications. The development and maintenance of applications will conform to defined application strategies, architectures, specifications and the developer will apply established lifecycle development methodologies and change management processes.

Duties to focus on Central Fleet activities such as: KPIs, reporting, data analysis, business processes, fuel system data migration and end user Avantis & Hansen technical support and configuration. Systems supported include: Avantis, Infor Public Sector (Hansen), Crystal Enterprise and Crystal Reports.

GENERAL DUTIES

Provide ongoing support for client-server and web-based application components, considering performance, serviceability, usability and maintainability, interfacing as directed with end users in requirements gathering activities.

Define, research, integrate and/or develop, catalogue, new application components on one or more platforms using approved technologies.

Analyze functional specifications and develop detailed technical specifications for new functionality and enhancements to existing functionality for custom and/or package applications.

Develop application code from functional and technical specifications.

Review, configure and install software application upgrades, patches, and new releases as required.

When required and approved, develop custom coding to modify, enhance and debug package software currently implemented at the City.

Determine optimal code design, structure, program logic from detailed functional and technical specifications and process/business flows.

Design, develop and execute unit test scenarios and plans including development of test cases and test scripts based upon design documentation in collaboration with the identified quality assurance and business process resources.

Perform component testing and participate in the review of regression, system, user acceptance and stress tests and code promotion to production.

Participate in the development and maintenance of application documentation.

Report/support/analys/develop and troubleshoot monthly/weekly reports e.g. Financial,Workorders,Entity ,Cost summary,Fuel Billings. Update existing report; develop new reports; Conduct queries for data specific or special request projects.

Avantis/Hansen system support: User/technical issue to Avantis configurations, data updates/Data Pilot,Access realted Issues i.e. New User role set up.

Maintains Hansen implementation and maintenance of Infor Public Sector (Hansen) system for Fleet modules like Asset Management, Inventory, Work Management, Resources management (contacts & vendor), Reports, Service Contracts,Winfuel interface , Access control - Users/Role/Licenses managemnt requests.

Develops/troubleshoots/enhances Hansen by adding new tables, new custom detail pages, adding workflows, configuring roles and users, writing and modifying custom code for data migration from Avantis to Hansen, set up Hansen code tables. Develops Hansen reports and communicates information as required.

Contribute to work plans including time/effort estimates to build, enhance, or implement application code, logic, reporting and KPIs.

Follow established Systems Development Life Cycle methodologies, identifying areas for improvement and participating in their refinement as they are implemented at the City.

Document issues/problems in relevant logs and reports; participate in review of such issue/problem logs and in the identification of potential resolutions.

Research, compile and synthesize information with regard to application development, reporting and maintenance processes for custom and packaged applications.

Collaborate on cross-functional teams with other City staff and consultants that may be involved in application development projects that include, or require Central Fleet participation.

Maintain an effective and collaborative relationship with Corporate Information Technology (IT) staff to assist with quality assurance, program logic, and data processing activities.

Respond to application issues from the end users, troubleshoot problems, work with Corporate IT staff as required to resolve issues and identify root cause. Escalate as required.

Produce work products pertaining to the work assigned with initial guidance and moderate autonomy. Manage and report on application development, programming and testing activities for own work.

May be required to provide on call support to users.

Work 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

JOB ID A9431

1. Developed understanding of Computer Science, web applications, and technologies normally acquired by attaining a University Degree in Computer Science or related discipline or College Diploma in Computer Technology combined with relevant business experience.
2. Considerable experience in application development and maintenance as programmer using current .Net languages and web development software.
3. Working knowledge of relational database management system software (ORACLE, SQL Server along with Microsoft Access) and SQL (Structured Query Language).
4. Demonstrated ability to write, interpret and modify VB.Net, SQL and Crystal Reports,.
5. Demonstrated experience integrating application software.
6. Working knowledge of application development lifecycles and supporting practices.
7. Ability to translate functional specifications into work flow and configuration logic and code.
8. Experience creating and executing unit test plans/scripts.
9. Proven analytical and problem-solving abilities.
10. Ability to make sound and logical judgments.
11. Strong interpersonal, written, and oral communication skills.