



**Corporate Application Analyst
Full Time Permanent
Job Posting #: 2022-57**

The City of Owen Sound is seeking a talented technical professional with experience in the selection, implementation and maintenance of new and legacy corporate applications and a strong customer service focus.



Owen Sound is a diverse and culturally rich community located on the southern shores of Georgian Bay in Southern Ontario, approximately two hours north of Toronto, and on the doorstep of the Bruce Peninsula. Owen Sound is the largest urban community in Grey and Bruce counties characterized by a magnificent harbour and bay, two winding rivers, tree-lined streets, an extensive parks system, and tree-covered hillsides and ravines. The City of Owen Sound municipal offices are located in the City's historic downtown core. Urban convenience is reconciled with balanced lifestyle in this welcoming, vibrant and growing community. Enjoy visits to galleries, library, theatres, museums, festivals, local shopping and dining right outside the doors of City Hall.



Reporting to the Manager of Information Technology, the successful candidate will be an integral part of a small team of technology professionals. The selected candidate will be tasked with application administration, business process re-engineering, lifecycle upgrades, business collaboration and utilizing technology to maintain a healthy system infrastructure.

The successful candidate will have a degree or diploma in a related field (computer sciences, information sciences, information technology etc.) or equivalent combination of education and experience. Three (3) to five (5) years of experience in a related working environment. Municipal experience is an asset.

Skills / Competencies Required:

- Technological knowledge of MS (Microsoft) SQL and MS SQL Server Reporting Services (SSRS)
- A familiarity with the generally accepted accounting standards as they apply to revenue recognition is required.
- Experience implementing, supporting, and enhancing an integrated between systems, is an asset.
- Knowledge of the Microsoft's Dynamics Great Plains (administration, reporting and user functionality) is an asset.
- Experience with enterprise implementation of Office 365 and SharePoint is an asset.
- Experience with project management systems (i.e. Microsoft Project, etc.) is an asset.
- Excellent verbal and written communication skills with the ability to communicate with all levels of staff, stakeholders, and the general public.
- Ability to balance requests and changing priorities from multiple departments while seeking solutions to meet the needs of the organization.
- Ability to manage projects and report on progress.
- Ability to manage vendor relationships.
- Excellent analytical, problem solving and decision-making skills.
- Ability to work both independently and in a team environment.
- Excellent customer service skills with the ability to resolve customer inquiries/complaints in an effective manner.
- Advanced competency with Windows and Microsoft Office 365.
- Must possess a valid G driver's licence, a clean driving record and have access to a reliable vehicle.
- A criminal record check is required.

Please note the City is currently undergoing a Corporate-Wide Service Level Review, therefore potential reporting alignment or the duties and accountabilities are subject to modification.

The annual salary range for this position is \$62,589-\$73,691 and the City offers a comprehensive employer paid Extended Health & Dental program and OMERS pension. The full job description can be found below. We invite applicants to forward their resume and cover letter by Friday, January 20, 2023 at 4:30pm to:

Human Resources Manager
City of Owen Sound
E-mail: hrjobposting@owensound.ca

The City of Owen Sound is proud to be an equal opportunity employer, valuing and respecting diversity. We are committed to inclusive, barrier-free recruitment and selection processes. We encourage applications from qualified members of the four designated groups. We are committed to

inclusive, barrier-free recruitment and selection processes. We will accommodate the needs of qualified applicants under the *Human Rights Code* and the *Accessibility for Ontarians Disabilities Act*, in all aspects of the hiring process, upon request. We thank all applicants for their interest; however, only those being considered for an interview will be contacted. In accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, personal information is collected under the authority of the *Municipal Act* and will only be used for candidate selection.



JOB DESCRIPTION

Department: Corporate Services

Division: Information Technology

Job Title: Corporate Application Analyst

Union: CUPE 1189

Direct Supervisor: Manager of Information Technology

Position Summary and Scope:

The Corporate Application Analyst (Application Analyst) is responsible for providing product expertise needed for successful management of the application(s) within their portfolio. Key responsibilities include system analysis, systems maintenance, and ongoing production support of corporate applications used by the City of Owen Sound. The Application Analyst works in close collaboration with fellow Information Technology staff members and City users to ensure that system(s) meet user needs. The Application Analyst will remain current with the application functionality and is responsible for communicating any relevant information to the 'supported department(s)', including product enhancements, changes in functionality, new modules, and hotfixes and prioritizing implementation of those modules/functionality.

Duties and Accountabilities:

- Develop an extensive working knowledge of the corporate applications used by the City of Owen Sound (including but not limited to Great Plains, SharePoint, GIS, Asset Management Systems) and support those applications
- Provide advanced application support to effectively utilize the system infrastructure and resources
- Develop and use metrics to monitor environment performance, pinpoint ways to boost performance and resource utilization based on vendor recommendations
- Assist in the creation of custom reports and data-driven dashboards
- Review and validate incoming data
- Monitor system lifecycles, ensure specifications and functionality support the City's objectives and architecture decisions, and redevelop lifecycles
- Act as systems administrator for all applications employed by and integrated with the City's Financial Information System

- Troubleshoot issues reported by users and provide solutions
- Perform software upgrades
- Ensure compliance of all security measures in application development processes
- Work in conjunction with the Manager of IT and other staff members to make recommendations on how to set up hardware and software upgrades to simplify how the organization leverages data usage
- Maintain and develop system integrations between the various applications
- Assist the Manager of IT and user departments in the implementation of new applications and to participate in effective change management
- Provide direct assistance to users in using and interpreting software tools and products
- Interact with software vendors to provide best solutions to business problems
- Provide quality service and solutions to clients, including internal users and external partners
- Embrace teamwork to resolve critical service issues
- Provide and support recommendations for improved procedures and policies
- Assist and support the IT department in achieving departmental goals and objectives
- Research, develop, modify, and deploy data-collection processes
- Develop policies and techniques for gathering and analyzing data
- Work with departments on implementing or updating workflows processes
- Know and follow both disaster and business recovery plan standards, policies, and procedures

Employee Health & Safety Responsibilities:

- Carry out work in a safe manner, preventing safety hazards to the incumbent and others
- Actively participate in all City of Owen Sound (COS) safety initiatives and trainings
- Report all hazards, incidents, accidents, near misses, injury, or illness promptly to your supervisor; complete all requested documentation
- Follow all COS policies and procedures as well as the Occupational Health and Safety Act. For a detailed description of worker responsibilities see the Occupational Health and Safety Act Part III Section 28

Educational Requirements:

- Degree or Diploma in a related field (computer sciences, information sciences, information technology) or equivalent experience

Qualifications/Knowledge/Skills and Competencies at the Working Level:

- Technological knowledge of MS (Microsoft) SQL and MS SQL Server Reporting Services (SSRS)
- A familiarity with the generally accepted accounting standards as they apply to revenue recognition is required.
- Experience implementing, supporting, and enhancing an integrated between systems, is an asset.
- Knowledge of the Microsoft's Dynamics Great Plains (administration, reporting and user functionality) is an asset.
- Experience with corporate implementation of Office 365 and SharePoint is an asset.
- Experience with project management systems (i.e. Microsoft Project, etc.) is an asset.

- Excellent verbal and written communication skills with the ability to communicate with all levels of staff, stakeholders, and the general public.
- Ability to balance requests and changing priorities from multiple departments while seeking solutions to meet the needs of the organization.
- Ability to manage projects and report on progress.
- Ability to manage vendor relationships.
- Excellent analytical, problem solving and decision-making skills.
- Ability to work both independently and in a team environment.
- Excellent customer service skills with the ability to resolve customer inquiries/complaints in an effective manner.
- Advanced competency with Windows and Microsoft Office 365.
- Must possess a valid G driver's licence, a clean driving record and have access to a reliable vehicle.
- A criminal record check is required

Experience at the Working Level:

Previous Work Related Experience:

Three (3) to five (5) years' experience working in a related environment. Municipal experience is an asset.

Positional on-the-job training required (# of weeks or months):

6 to 12 months to understand job requirements and various software applications.

Working Relationships:

This position works directly with and reports to the Manager of Information Technology. This position works with various staff members and vendors. This position works from City Hall with travel to other City sites as required. The hours of work are normally 8.30 a.m. to 4.30 p.m. Monday to Friday; however, adjustments in work schedules will include evening and weekend hours at times to accommodate system installation and support to minimize disruption of regular City workflow and services to staff and citizens. Some overtime may be required from time to time.

Independence of Decision Making:

Has established policies & procedures:	Yes
(This position will assist in the development of Standard Operating Procedures)	
Supervisor or Manager usually available:	Yes
Problem solves within clear guidance and/or past practice:	Yes

Physical Demands: Length of time/repetitions/weight in average working day.

Computer Use:	up to 7 hours per day
Walking:	walking throughout facilities
Standing:	standing up to 3 hours per day
Sitting:	up to 7 hours per day
Lifting:	must be able to lift up to 50 lbs
Ladder Climbing:	must be able to climb ladders
Exposure:	n/a

Working Conditions:

Hours of work:	35 hours per week
Shift length:	7 hours per day

Shift Schedule: Monday - Friday

Additional Comments:

This position may be required to work a flexible work week in accordance with the needs of the facilities operations and project requirements.

Consequence of Errors:

Errors could cause delay in other employee's work which could affect operations and service delivery to the public.