



Senior IT Systems Analyst

Salary: \$64,646 - \$77,204 (35 hour work week)

Plus a comprehensive benefit package and OMERS pension plan

The Senior IT Systems Analyst will lead business technology projects throughout the project lifecycle. This position documents business goals and requirements, analyzes system and organizational changes required to support business goals, analyzes and designs business processes, creates functional specifications, provides innovative solutions, develops project documentation and training to support organizational change, and develops and executes test plans to ensure the solution delivers the expected business value.

This position will provide project teams and stakeholders with consistent structure, methods, techniques, and tools to build and leverage relationships that will successfully complete projects within a given timeframe, cost, and scope. This position promotes project management awareness, leadership, functional consultation, and guidance in the use of the corporate IT project management methodology and tools, as well as actively participating in continuous improvement to the process.

Essential (Minimum) Qualifications:

- A University Degree in a related discipline (Computer Science, Information Technology or Business Administration) or equivalent.
- Five (5) years of related progressive business systems analysis experience managing technology projects of a large and complex nature.
- Experience in IT infrastructure planning and development including strategies for capacity, resilience and redundancy, security, and continuity.
- Formal project management training or equivalent (e.g., Project Management certificate).
- Possess a strong knowledge of IT concepts and IT project life cycle.
- Thorough knowledge of problem definition and analysis related to business processes and systems planning.
- Knowledge of the principles and practices of administrative management and project management.
- Considerable knowledge of information technology components, processes and developments including such areas as local and wide area network, server, and workstation operating systems, hardware platforms and configuration options.

The personal information submitted is collected under the authority of The Municipal Act and is protected under the Municipal Freedom of Information and Protection of Privacy Act and will be used for employment assessment purposes only. The municipality is an equal opportunity employer following the rules and regulations set out by the Human Rights Code and the Integrated Accessibility Standard Regulation. For applicants with a disability, accommodations are available upon request in the recruitment process should you be selected to participate.

Interested and qualified applicants must submit a cover letter and resume marked "Senior IT Systems Analyst" on/before 4:00 p.m. on Monday, July 5, 2021 to the following:

Human Resources Department
City of Brockville
P.O. Box 5000
1 King Street West
Brockville, Ontario K6V 7A5

email: hr@brockville.com

The City of Brockville wishes to thank all applicants and advises that only those chosen for interviews will be contacted.



CITY OF BROCKVILLE

JOB DESCRIPTION

POSITION: Senior IT Systems Analyst

DEPARTMENT: Finance & IT Services

REPORTS TO: Manager of Finance & IT Services

PURPOSE AND SCOPE:

The Senior IT Systems Analyst will lead business technology projects throughout the project lifecycle. This position documents business goals and requirements, analyzes system and organizational changes required to support business goals, analyzes and designs business processes, creates functional specifications, provides innovative solutions, develops project documentation and training to support organizational change, and develops and executes test plans to ensure the solution delivers the expected business value.

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DUTIES AND RESPONSIBILITIES:

- Act as project manager on key corporate projects; define the project goal and scope in collaboration with applicable client department staff, create work plans, determine resources and milestones, and ensure appropriate communication to all stakeholders on the progress of the project.
- Collaborate with client departments to identify potential solutions that are innovative, comprehensive, and integrated to modernize service delivery capabilities and are in alignment with the overarching IT Master plan.
- Assist where required in data compilation for software implementation.
- Provide end user support through software implementations, as well as, promoting departmental superusers.
- Provide advice regarding information technologies, identify priorities and resource requirements, opportunities for application of technologies, and prepare reports and presentations related to the work performed.
- Lead the development of an IT Master plan including IT business continuity plans.
- Lead multidisciplinary project teams throughout the IT project lifecycle and achievement of project objectives within the constraints of time, scope, and cost.
- Project budget management, including managing the project closeout activities and completing closeout reports.
- Ensuring project control processes are utilized such as: Tracking, monitoring and communicating project progress against the project plan. Tracking issues, decision requests and change requests from identification through to resolution. Identifying the impact to project scope, budget, resource requirements, timelines, etc. when changes are introduced.
- Regular interaction and communication with project stakeholders which could include written and verbal progress reports and presentations.
- Ensuring the mechanisms for quality control are applied within projects, providing a neutral perspective and consistency of approach.

- Works closely with the IT Analysts to provide technical analysis and resolution of customer issues, and balances technology needs with the businesses and customers' needs and demands.
- Participate in the design of infrastructure.
- Collaborate with team members, leads and represents the team on specific projects, and mentor's other technical members of the team.
- Responsible for identifying and proposing opportunities to maximize secure and effective use of corporate computer business applications and determining specific needs.
- Gather and analyze data, document current and alternative business processes, define functional requirements, and evaluate available software.
- Act as project leader for the acquisition and implementation of approved computer systems and liaise between departments and vendors.
- Conduct product and market research to maintain up-to-date knowledge of developments in the information technology industry.
- Provide technical expertise and recommendations on software applications or tools to departments.
- Provide a lead technical role in upgrades and support of existing enterprise systems.
- Communicate and mitigate risks to any changes to systems.
- Provide technical opinion on proposed work requests and provide recommendations of alternative technical or functional solutions.
- Develop technical standards, create system guidelines and operational procedures and manuals.
- Assess performance and quality of system, providing input and suggestions into efficiencies and improvement areas.
- Document and prioritize system requirements with stakeholders for review and approval.
- Maintain up-to-date knowledge of technology and industry trends.
- Perform gap analysis between current and desired future state, documenting existing business processes, analyzing the effectiveness and efficiency of these processes, defining opportunities for process improvements, assessing organizational change capability and system impacts, and making recommendations.
- Create system and process models, specifications, diagrams, and charts to provide direction and support business process improvement and innovation.
- Develop and support the creation of Request for Proposals (RFP) and Business Cases.
- Work with other project resources to design, conduct, and analyze tests in order to discover and report any defects, bugs, errors, configuration issues, and interoperability flaws.
- Develop departmental computer standards and policies.
- Protect own health and safety and the safety of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety.
- Follow all guidelines for employees and employers as legislated under the *Ontario Occupational Health and Safety Act*.

Note: *Above duties are representative of a typical position and are not to be construed as all-inclusive.*

EDUCATION/SPECIALIZED TRAINING/SKILLS:

Essential (Minimum) Qualifications:

- A University Degree in a related discipline (Computer Science, Information Technology or Business Administration) or equivalent.
- Formal project management training or equivalent (e.g., Project Management certificate).
- Possess a strong knowledge of IT concepts and IT project life cycle.
- Thorough knowledge of problem definition and analysis related to business processes and systems planning.
- Knowledge of the principles and practices of administrative management and project Management.
- Considerable knowledge of information technology components, processes and developments including such areas as local and wide area network, server, and workstation operating systems, hardware platforms and configuration options.
- Ability to establish and maintain effective working relationships with a variety of internal contacts and the ability to communicate effectively orally and in writing in order to present proposals in non-technical

language.

- Ability to work independently with minimal supervision in a team environment, demonstrating sound judgment and initiative to establish priorities, meet client expectations and deadlines.
- Strong team leadership and ability to lead project teams to a specific goal.
- Strong ability to build relationships, negotiate and influence within the department, the organization and with external vendors/suppliers.
- Ability to formulate and coordinate plans for a variety of projects, sometimes concurrently.
- Strong problem solving, decision making and conflict resolution skills.
- Ability to quickly align with shifting priorities, work assignments and timelines.
- Demonstrated critical thinking skills by systematically obtaining and assessing relevant information, utilizing reflective reasoning, and taking action in decision making, with a realistic understanding of the issues and the impact of decision on the department/City.
- Excellent communication skills, both written and verbal and ability to communicate information to a diverse audience base.
- Demonstrated professional work ethic and behaviours in interaction with internal and external contacts and the ability to express ideas clearly and concisely with ease and confidence while representing the department in a professional, consistent, and positive manner.
- Collaborative and consultative in approach to planning and a commitment to customer/client service excellence including the ability to adapt to develop client relationships with all levels of the organization as well as external stakeholders.
- Demonstrated ability to manage multiple projects and timelines with strong organizational skills and the capacity to multi-task in a fast-paced environment, responding with flexibility to changing priorities.
- Maintain a high level of respect for confidentiality for both the organization as a whole and clients as per the *Municipal Freedom of Information and Protection and Privacy Act (MFIPPA)* while exhibiting discretion and good judgment.
- Demonstrated ability to be a team player who can establish and maintain effective working relationships with fellow employees, developers, external agencies, and the general public.
- Valid Class G driver's license and access to a reliable vehicle for work-related travel.

Asset (Preferred) Qualifications:

- Formal training in a recognized change management methodology.

WORK EXPERIENCE:

Essential (Minimum) Qualifications:

- Five (5) years of related progressive business systems analysis experience managing technology projects of a large and complex nature.
- Extensive experience managing large software and hardware implementations.
- Experience in IT infrastructure planning and development including strategies for capacity, resilience and redundancy, security, and continuity.
- Experience leading the analysis of IT initiatives.
- Experience in process and data modelling and analysis.
- Experience working with stakeholders to surface strategic business needs/goals.
- Experience in creating test plans, writing test cases, and software application testing.

SUPERVISION:

- Provide guidance and technical leadership to other staff on subjects pertaining to IT responsibilities.

WORK ENVIRONMENT:

- Typical office environment.

Note: The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended, nor should it be interpreted as a complete description. The City of Brockville reserves the right to amend this position description at any time.