



GEORGINA

Career Opportunity

Town of Georgina Human Resources
careers@georgina.ca



Senior Business Applications Analyst

(Job ID# 2019.45)

Department: Corporate Services
Division: Information technology Services
Location: Civic Centre
Status: Permanent, Full Time
Number of Positions: 1
Annual Salary: \$42.53 - \$50.03
Date Posted: March 19, 2019
Date Closing: April 2, 2019

Come work with us! Employment with the Town of Georgina offers an opportunity to make a positive difference in our community. We are a progressive, forward-thinking organization that is focused on continuous improvement, innovation and providing exceptional customer service. We offer a collaborative team environment and an excellent place to take charge of your career.

Position Purpose: This position is responsible for the implementation, enhancement and maintenance of various enterprise-level business applications and providing advice and technical expertise to support efficiency, effectiveness and improvements in organizational business processes, including analyzing requirements, designing or evaluating automation and business workflows, recommending alternatives, preparing development and implementation plans and providing general project management support. *For full details please see attached job description.*

Qualifications: Four year University Degree in Computer Science or related discipline, including specialized training in business analysis, database administration, software development lifecycle, application support and project management; Certification in IT project management (eg. PMI, CIPS, PRINCE2, EC-Council, GAQM, IAPM, etc.) and business analysis (eg. PMI, IIBA, etc.) required.

How to apply:

Qualified applicants are invited to submit a detailed resume with cover letter indicating how your qualifications meet our requirements. Please apply in confidence by **April 2, 2019**, quoting file **#2019.45** to careers@georgina.ca or in person or by mail to Human Resources, Town of Georgina, 26557 Civic Centre Road, Keswick, ON L4P 3G1

Committed to diversity and a barrier-free environment:

The Town of Georgina is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process and as we grow, it's important that our workforce reflect the citizens we serve. We respect, encourage, and celebrate diversity. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Office to ensure your accessibility needs are accommodated throughout this process. Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of candidate selection.

We thank all candidates for their interest, however only those being considered will be contacted.

JOB DESCRIPTION

Title:	Senior Business Applications Analyst	Position #:	NU91
Department	Corporate Services	Division:	Information Technology Services
Date Created:	January 2, 2019	Revision Date:	
Reports To:	Manager of Information Technology Services	Job Grade:	6
Direct Reports:	Co-operative Education Students; Contractors		
Indirect Reports:	Systems Support Analysts		
Employee Group:	Non-Union (CUPE 905.03 CUPE 905.13; GPFFA; Non-Union; Management; Seasonal; Sessional; Temporary; Student)		

Position Summary

This position is responsible for the implementation, enhancement and maintenance of various enterprise-level business applications and providing advice and technical expertise to support efficiency, effectiveness and improvements in organizational business processes, including analyzing requirements, designing or evaluating automation and business workflows, recommending alternatives, preparing development and implementation plans and providing general project management support.

As part of the IT team this position also supports ITS Division operations and assists the Manager in undertaking responsibilities in accordance with legislation, Town's policies and procedures and the Corporate Information Technology Strategic Plan.

Responsibilities

Strategic Planning Functions:

- Works with the IT management team to deliver on the Corporate Information Technology Strategic Plan
- Assists in managing the strategic planning of the Information Technology Services Division and carrying out business plans in accordance with management and Council approval/direction

ITS Administration Functions:

- Ensuring implemented solutions and the use of information technology complies with business standards and legislative standards with respect to the security of the information and the protection of the financial assets of the Town
- Plans for the implementation of technologies, business system integrations and methods for use within the operations of the organization
- Delivers efficient IT services by identifying and implementing continuous improvement and innovative practices that position the corporation as a leader in service delivery, value and customer service.
- Prepares business plans, implementation, risk and impact assessments, cost-benefit analysis regarding IT projects and initiatives for cost justifications; recommends approval/denial of

projects based upon the analysis/evaluation, conformity with the IT strategy and plans of the Corporation and technical considerations prior to selection and implementation.

- Manages vendors and business partners by establishing strategic relationships with key IT business application suppliers and consultants, tracking and managing vendor contracts, establishing vendor performance metrics and measuring vendor's performance
- Represents the ITS Division in inter-departmental initiatives to ensure technology and business processes are considered as a viable option for different business solutions; works with other departments to maintain corporate IT objectives

Business Planning, Budget and Financial Management Functions:

- Acts as a project lead in planning, coordinating and controlling automation related projects for the municipality, including submitting project milestones and status reports, post implementation reviews and project conclusion reports.
- Recommends policies, assesses division-level operating policies, procedures, work systems, methods and standards and reports on division performance taking corrective action where necessary
- Prepares, obtains client approval and executes detailed project implementation plans fulfilling user requirements, including liaising between the client department and client agency, budgetary and scheduling responsibilities of the projects, milestones and status reporting.

Communication, Liaison and Customer Service Activities:

- Participate in Technology Steering Committees for the purpose of directing the use of technology within the organization; and facilitating Ad Hoc Committees as required for the planning and implementation of specific initiatives
- Develop a constructive and trusting partnership with stakeholders by providing guidance, communications, advice and decision support on the delivery of corporate service initiatives, including risks and impact assessments.
- Formulates recommendations, prepares reports, and attends Council, Committee, community, public and/or other meetings and functions as required.
- Provide visible and positive leadership to staff developing and nurturing a work environment that is inclusive, respectful, and motivating for staff.

Other Responsibilities

- Assists the Manager in conducting investigations and preparing documentation regarding legislatively mandated requests (i.e. e-discovery, legal, police investigations, audits, freedom of information requests, etc.) involving highly sensitive or confidential information involving staff at all levels, data handling and information processing.
- Participates in projects involving change management, process improvement and use of business applications and technological tools.
- Oversees and directs the work of special projects personnel/staff including monitoring work progress. Makes recommendations on the hiring of special projects personnel and/or consultants. Assists with recommendations regarding promotion, demotion and termination of special project staff.
- Ensures compliance of the Occupational Health and Safety Act and other applicable legislation
- Enforces the Town's Health and Safety Program, procedures and best practices

- Implements, conducts, and ensures due diligence of all health and safety matters including but not limited to training, risk assessments, workplace inspections, investigations, procedures and correcting hazards
- Supports the Emergency Community Control Group, initiates and implements the activities assigned in the Corporate Emergency Plan to support response efforts during community emergencies

The foregoing is intended to outline the general description of the duties and responsibilities for this position. It is not intended nor should it be interpreted as a complete description. The Town of Georgina reserves the right to amend this position description at any time provided that such change does not represent a substantive change in the purpose or essential nature of the position.

Minimum Qualifications

Education and Training:

- Four year University Degree in Computer Science or related discipline, including specialized training in business analysis, database administration, software development lifecycle, application support and project management
- Certification in IT project management (eg. PMI, CIPS, PRINCE2, EC-Council, GAQM, IAPM, etc.) and business analysis (eg. PMI, IIBA, etc.) required.

Experience:

- Four (4) years' experience in a complex information technology portfolio including project management, business analysis, enterprise resource planning solutions, enterprise geographical information system, support services, web/e-government solutions, and supervisory duties;
- One (1) year on the job for the period of adjustment, orientation, and adaptation.

Knowledge:

- Good understanding of municipal and provincial legislative, regulatory and policy framework, and administrative functions and responsibilities
- Good understanding of IT security, network administration, data centre management, data governance, change management and project management
- Demonstrated knowledge and understanding of IT risk management frameworks and mitigation practices (eg. ISACA COBIT, etc.) and service management (eg. ITIL TIPA, etc.)
- Knowledge of ERP (enterprise resource planning) and enterprise geographical information systems (GIS)
- Knowledge of industry standard practices, guidelines, benchmarks, and safety policies and procedures
- Knowledge of software development
- Knowledge of SQL Database Management Systems, GIS Systems (i.e., ESRI)

Competencies:

- Exceptional analytical, problem-solving, conflict resolution, communication, research, planning, and leadership skills combined with demonstrated project management and organizational skills, including exceptional communication skills, both oral and written;
- Excellent administrative, time management and public relation skills;
- Ability to negotiate technical agreements and contracts;

- Demonstrated leadership and project management skills and ability to foster cooperative and collaborative working relationships, lead multiple projects and cross-functional teams.
- Valid Class 'G' Driver's licence and reliable vehicle to use on corporate business;
- Driver's Abstract in good standing required to operate Corporation vehicles;
- Flexibility/availability to respond to after-hours emergencies and attend evening and/or weekend meetings.

Physical Demands and Working Conditions

- Normal office conditions;
- Ability to attend evening and/or weekend meetings/events as necessary.