



SPECIALIST, APPLICATION SYSTEMS (Exempt)

Job Description Under Review

Competition #: 132-COV-22

Closing Date: August 26, 2022

Reporting to the Coordinator, Information Systems, this position contributes to the administration and maintenance of the City's enterprise applications with a primary focus on the City's ERP-HCM software. This position will collaborate with stakeholders and subject matter experts to provide business requirement analysis and effective technology solutions.

The Specialist will be highly analytical, curious, and able to think critically and solve challenging problems. They will be independently motivated and interested in improving efficiencies and processes within the organization, be excellent team members, and be willing and able to contribute positively to the City.

Duties Include:

- Perform maintenance, installation, development, review and provision of enterprise software systems and applications in collaboration with the Coordinator, Information Systems and applicable staff.
- Lead and participate in ERP-HCM requirements; design activities; data mapping, validation and reconciliation.
- Create scripts and perform data extractions, queries and database updates primarily utilizing SQL programming language.
- Maintain, develop and troubleshoot database and web applications including analysis, design and software integrations.
- Contribute to ERP-HCM data governance, process and report building, testing and regular maintenance.
- Administration and support of ERMS systems including workflow implementations, maintenance, security, and process design.
- Research, analyze, recommend, and develop where practical, software products and applications.
- Respond to enterprise application emergencies, providing support to users, researching and keeping up-to-date on current trends.
- Assist the Coordinator, Information Systems in ensuring that the digital systems, interfaces, and programs are performing to identified standards. This position includes after hours service patches, system upgrades, and general troubleshooting and repair.

- Ensure corporate compliance with Information Services policies and standards.
- Develop and facilitate training for end users as required.
- Document procedures and related resolutions promptly and accurately.
- Work with multiple stakeholder groups to develop detailed business requirements and testing scenarios; including incorporation of current state / future state business processes and technologies.
- Work with third party consultants and internal project teams to develop functional implementations and software integrations.
- Critically evaluate information gathered from multiple sources, interpret stakeholder input and reconcile conflicts.
- Identify and describe what the system, process, or products/services must be capable of in order to meet prioritized functional requirements.
- Conduct gap analysis in order to adapt current processes, assess requirements, and identify business practices that may or may not be covered in the system implementation process.
- Review gaps recommendations, workarounds and issues, ensuring reviewed and actioned appropriately.
- Act as change agent disseminating the benefits of business transformation and knowledge transfer to stakeholders.
- Prepare, prioritize and deliver relevant reports for functional areas and business units.
- May be required to provide hardware and software support within the City's infrastructure.
- Performs other duties as required. The above statements are a general description of the principle functions of the job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.
- All persons employed by the City of Vernon will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education and Experience:

- Completion of a recognized post-secondary 2-year diploma program in computer science or related discipline.
- A minimum of five (5) years of business/systems analysis experience or equivalent, preference for experience in ERP and HCM systems
- Extensive experience in an advanced enterprise environment, enterprise SQL, web applications, and reporting
- A combination of related education and experience may be considered

Required Knowledge, Skills and Abilities:

- Demonstrated ability to review, analyze, document and test business processes
- Significant experience working with SQL Server tools
- Excels under pressure when dealing with enterprise software emergencies

- Excellent understanding of software fundamentals, tools and best practices, preferably solutions commonly used in Municipal Government
- Strong communication and presentation skills and ability to communicate technical and business analytics in user friendly terminology
- Excellent organizational, writing and editorial skills, attention to detail, accuracy, clarity and quality
- Demonstrated ability to work independently with diverse business functional and technical staff at various levels, individually and in groups, to investigate, document and help assess institutional business processes
- Ability to elicit requirements from business users including experience facilitating requirements analysis and functional design working sessions
- Demonstrated ability to work under pressure, manage multiple priorities and respond to requests in a timely manner
- Ability to embrace change, critically analyzing the status quo, and the ability to articulate and justify their methods and reasons
- Experience with change management or familiarity with standard change management processes
- Able to analyse and summarize quantitative and qualitative data, resulting in information that assists decision making
- Works effectively as a team member demonstrating commitment to team success and providing timely and constructive feedback as needed
- Demonstrated ability to manage conflict between individuals and across teams

Preferred Education and Experience:

- Experience with Workday configurations and implementations
- SQL database administration background
- Preference given to candidates with BC local government experience

Conditions of Employment:

- As a fundamental term and condition of employment with the City of Vernon, candidates will be required to provide proof of full vaccination against COVID-19.

TO APPLY:

Please submit your resume, quoting the appropriate competition number to: Human Resources, City of Vernon, using **one** of the following methods:

- Online at www.vernon.ca (In MS Word or PDF Format) or
- By Fax: (250) 550-3551

Internal applicants are asked to complete the *Internal Application Form* located on Jostle and forward this along with a resume.

By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted. No phone calls please!