

# EMPLOYMENT OPPORTUNITY

## Systems Analyst

Corporate Support Services - CUPE Local 157



### Summary of Duties:

Reporting to the Manager of Applications, the Systems Analyst will analyze and support a wide range of user requirements to ensure the City is efficiently using its information systems. This position ensures that activities align with corporate, departmental, and project needs while building a positive working relationship with internal and external stakeholders. The Systems Analyst will also focus on continuous improvement using information from users and architectural reviews to develop integration points with other business systems.

### Duties and Responsibilities

*(These set out the principal functions of the position, and shall not be considered as a detailed description of all the work requirements.)*

- Assist with AMANDA software configuration.
- Knowledge of and experience with structured analysis, design and programming techniques.
- Knowledge of and experience with .NET, CrystalReports, ASP, Visualbasic, Javascript, C#, HTML5, IIS, XML, jQuery.
- Knowledge of and experience with ORACLE database, tools and products and SQL/PLSQL.
- Knowledge and experience in Project Management life cycle.
- Knowledge and experience in Business Analysis techniques such as gathering and interpreting client Develop and implement web standards and processes about content, design, accessibility, search engine optimization and usability.
- Test and debug systems (new development, enhancement, maintenance).
- Develop test data, predict results, run tests, verify results and changes and document results.
- Identify and solve application, user or operator related problems.
- Ensure systems are dependable, efficient and controlled.
- In collaboration with other IT team members, provide input to design solutions.
- Identify, gather, analyze and translate business requirements into conceptual, logical and physical models in complex, multi-application environments.
- Identify and document data integration issues, challenges such as duplicate data, non-conformed data and unclean data.
- Identify any practices or business processes that are no longer sufficient or productive and offer new, creative solutions, based on analysis and evaluation.
- Assist with recommendations for solutions which fit within the Corporation's enterprise applications strategy.
- Design interface requirements within and between systems.
- Collaborate with database administrators to develop data models for new and upgraded solutions.
- Design the test plan in collaboration with other IT staff.
- Act as an agent of change for the Corporation.
- Educate staff on current and emerging web and other technologies.
- Investigate, develop methods, undertake and document the conversion, migration, and workflow of electronic content to provide process improvements.
- Write quality documentation to support ongoing application usage.
- Act as project leader on some development and upgrade projects where the incumbent will be heavily involved in all phases of the project.
- Other related duties as assigned.

## Position Requirements:

- University Degree in Information Technology, Computer Science, Software Engineering or related field.
- Minimum five (5) years programming and systems analysis experience in an on-line multi-user environment in a medium sized IT Department.
- An equivalent combination of experience and education may be considered.
- Certificate in database administration or manipulation.
- Minimum three (3) years' experience developing web applications and/or experience in monitoring and managing Oracle databases.
- Experience in assessing application technology and end user needs and recommending solutions in accordance with the City's strategic direction and functional requirements.
- Project Management, Lean Six Sigma, Business Analysis, or ITIL Certifications would be considered assets.
- requirements, interviewing clients, process mapping and optimization.
- Ability to identify and solve application and software problems.
- Working knowledge of servers and operating systems, personal computers, networking, internet technologies and emerging technologies.
- High ability to gather and analyze user requirements and be able to make suggestions to address these requirements.
- Ability to think proactively when problems arise to be able not to only solve support issues but prevent them from occurring in the future.
- Good interpersonal, relationship and communication skills.
- Proven completion of Ministry of Labour Worker Health and Safety Awareness training.
- Demonstrated commitment to a safety culture.

**CUPE 157 Pay Group 10** – Minimum \$72,565 annually; Maximum \$81,513 annually

**Expected Work Location:** City Hall (eligible for remote work)

**Hours of Work:** Currently Monday-Friday 8:30am-4:30pm.

Applications will be accepted online at [www.stcatharines.ca/jobs](http://www.stcatharines.ca/jobs). Please reference the recruitment number **2022-198** in your cover letter. Applications received any other way will not be accepted.

The City of St. Catharines is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. 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 Division to ensure your accessibility needs are accommodated throughout this process.