



A great place to work starts with you!

With a population of 32,097, Parkland County offers a range of municipal services and a vibrant mix of agricultural, residential, industrial and recreational opportunities. This unique rural area is situated on the west outskirts of Edmonton, just 20 minutes from downtown, and stretching over 2438 sq. km. of picturesque landscapes.

Now Hiring: Business/Technical Analyst (Competition #24-20)

Parkland County has an opportunity for a *permanent, full-time* Business/Technical Analyst position in the Information Services department. Reporting to the Manager, Business Solutions, the Business/Technical Analyst (BTA) supports Parkland County's business and operational applications and processes. The BTA provides business and technical analysis services for the development, implementation and on-going delivery and operation of the County's application and technology investments. The Business/Technical Analyst understands the detailed features and functions of an application from the user's perspective, has functional knowledge of its technical foundation, configuration, and data design, and recognizes the importance of alignment with business and operational processes, objectives and strategies. This position applies proven communication, analytical and creative problem-solving skills to support, enhance and optimize applications and business processes throughout the solution delivery life cycle. The Business/Technical Analyst continually engages with business shareholders and technical support resources to ensure the consistent delivery of high-quality, cost-effective and user-first applications and business solutions. Additionally, this position actively leads the comprehensive elicitation, analysis and documentation of business requirements, processes and priorities. This position focuses on ensuring Parkland County's applications, people, business processes and operations are well-integrated, efficient and provide measurable value for the County's shareholders.

The ideal candidate for this position will have the following:

- A Bachelor's degree in Computer Science or Business is required. A degree or post-secondary diploma in a related technology discipline may also be considered.
- Information Technology Infrastructure Library (ITIL) certification and Certified Business Analyst Professional (CBAP) or other Business Analyst designation would be considered an asset.
- A minimum of five (5) years of related experience in business analysis and application support, including configuration.
- Proficiency in Microsoft Office is required. Experience with Microsoft SharePoint and municipal government applications/ software and reporting tools would be considered an asset.
- Analytical with good attention to detail and high level of accuracy is required with the ability to provide excellent customer service, troubleshooting for problem resolution, and communication skills. Must possess the ability to perform complex end to end solution delivery and maintenance.
- Experience with ERP's, specifically D365 F&O, Fire Services CAD/RMS, Planning and Development solutions such as CityView, and other recognized municipal software would be considered an asset.
- Experience or certification in Microsoft Azure or other cloud platforms and experience or certification in recognized/industry-standard software implementation and life cycle methodologies would be considered an asset.
- Valid Class 5 Driver's License. Upon hire, a satisfactory current Driver's Abstract must be provided.

The total rewards package for this position includes:

A starting annual salary of \$90,500 to \$113,100 based on a 35-hour work week and option to join the Earned Day Off Program.

In addition, extended health and dental benefits, access to our confidential Employee and Family Assistance Program, paid sick time, three (3) weeks vacation a year with your birthday off, flexible work arrangements allowing remote work options (based on position's needs), and personal days are offered. Our organization offers access to physical fitness including an employee on site gym and lunch exercise programs, a Social Club, a mental health committee, and a comprehensive training program with extensive learning and development opportunities. Visit our careers page to view the complete Total Rewards Package for this position!

Additional Information

Interested Candidates are Invited to Apply Online at careers.parklandcounty.com by Thursday, February 22, 2024 at 4:00 p.m.

We thank all applicants in advance for their interest; however, only those selected for further consideration will be contacted. Applications will only be considered through the Parkland County website.

We are committed to fostering an inclusive workplace that welcomes, respects and values the multivariate diversity of current and prospective employees. We strive to provide reasonable access and accommodation throughout the recruitment and employment process. If you have any questions regarding this, please connect with our team at humanresources@parklandcounty.com

