



GEORGINA

Employment Opportunity

Town of Georgina Human Resources
careers@georgina.ca



Technical Analyst

(Posting #2024.41T)

Department: Office of the Deputy CAO
Division: Information Technology
Location: Remote
Status: Temporary, Part Time (2-year contract)
Hours of Work: 16 per week
Number of Positions: 1
Hourly Wage: \$50.00 per hour
Date Posted: February 16, 2024
Date Closing: March 8, 2024

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 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

Responsible for leading the daily technical activities of various corporate technology projects to ensure delivery the Town's technical requirements are scoped, assessed, provided, and successfully delivered upon, on time, within budget and approved scope. This includes, but not limited to, full development lifecycle – design, development, testing, implementation of technology solutions, production support, performance tuning, streamlining data integrity processes and implementing the integration of various systems; consults with stakeholders to steer any new or enhancement related requirements to ensure business needs are met; develops solution alternatives; works with multiple cross-functional teams and third-party consultants in the delivery of technology projects. Responsible for the overall execution of the technical project processes and deliverables, the review and update of the technical and data architecture. **For full details, please see attached job description.**

Minimum Qualifications

Successful completion of a University Degree in Computer Science, Computer Engineering, Information Technology, or approved equivalent combination of education and experience. Minimum five (5) years demonstrated experience as a technology solutions architect/developer/ specialist/analyst or similar position/capacity (10 years experience considered an asset).

How to apply

Qualified applicants are invited to submit a resume and cover letter, identifying the Job Title and Job ID#. Please apply by visiting the www.georgina.ca/careers no later than 11:59 pm on the closing date. The assessment process may include a practical test and/or interview.

Committed to diversity and a barrier-free environment

The Town of Georgina is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We encourage applications from people with disabilities and 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 Team if you require an accommodation(s) and we will work with you to meet your needs throughout any stage of the process. Please be advised that this information will be treated in a confidential manner.

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

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. Further information concerning the collection of personal information should be directed to the Human Resources Manager, Town of Georgina, 26557 Civic Centre Road, Keswick, ON L4P 3G1 (905) 476-4301

JOB DESCRIPTION

Title:	IT Technical Analyst – 24 month contract with an option to extend		
Department:	Office of the DCAO	Division:	IT
Date Created:	November 8, 2023	Revision Date:	November 8, 2023
Reports To:	Manager of Information Technology	Job Grade:	\$50/hr, 16hrs/week
Direct Reports:	None		
Indirect Reports:	Guides/Facilitates cross-functional project team members, including contractors		
Employee Group:	Non-Union		

Position Summary

This position is reporting to the Manager of Information Technology and is responsible for leading the daily technical activities of various corporate technology projects to ensure delivery the Town's technical requirements are scoped, assessed, provided, and successfully delivered upon, on time, within budget and approved scope. This includes, but not limited to, full development lifecycle – design, development, testing, implementation of technology solutions, production support, performance tuning, streamlining data integrity processes and implementing the integration of various systems; consults with stakeholders to steer any new or enhancement related requirements to ensure business needs are met; develops solution alternatives; works with multiple cross-functional teams and third-party consultants in the delivery of technology projects. Responsible for the overall execution of the technical project processes and deliverables, the review and update of the technical and data architecture.

Responsibilities

ITS Project Technical Analyst

The resource will be required to work with the IT Team, the Business Sponsor Team, and the IT Senior Project Manager to provide support and/or lead the following activities:

- Solution options analysis
- Data readiness and migration support and implementation
- Technical solution architecture, design and implementation
- Processes/workflows configuration and support
- Web portal configuration and support
- Systems integration
- Dashboards and reporting
- Other assignments as required
- The resource should have experience working as an IT analyst on complex technology projects from inception through execution to successful completion.

1. Program Functions, Technology and Data Architecture:

- Collaborates with Business Analyst, Project Manager, staff and consultants/vendors in order to understand and evaluate project scope, objectives, and business and technical requirements.
- Documents technical requirements, including technology and data architecture frameworks, etc.
- Conducts research and analysis related to technology options (available in-house and new progressive scalable technology solutions) in order to meet project objectives and implement requirements.
- Uses technical expertise to investigate options and propose solutions to meet user requirements.
- Evaluate, document, and presents technology options to project teams, steering committees, management, and executives.
- Conceptualizes, designs and develops technology solutions according to specifications and business requirements (e.g. forms and workflow automation, reports, dashboards, systems integration, etc.).
- Creates data models and combines multiple technologies/tools to develop software solutions that meet business requirements.
- Designs, conducts testing and implements technology solutions.
- Prepares/implements data migration plans, including data mapping.
- Participates and provides input into implementation and transition plans development; implements plans' components and provides support as required.
- Provides support, delivers continuous improvements, and brings forward enhancement and recommendation.

- Identifies project technical risks and mitigation strategies, including implications that may not readily be known and provides guidance on best practices for optimizing design, and provides recommendations on the optimal course of action.
- Ensures the security of application solutions and associated data and code.
- Ensures custom applications adhere to corporate and industry standards and best practices.
- Creates integrations with other systems and applications using techniques such as Restful Web Services APIs (Application Programming Interface), FME (Feature Manipulation Engine) and others.
- Maintains source code and other software artifacts using best practices.
- Collaborates with contractors, vendors, software developers, system operators and other staff members to manage software releases.
- Creates and shares operational requirements and develops forecasts to allow timely and accurate planning of projects.
- Investigates, troubleshoots, resolves production issues and ensures all documentation and procedures are updated.
- Provides software programming services and technical support for various departmental applications.
- Participates in software development, testing, go-live and deployment activities.

2. System Design, Solutions Implementation and Technical Support Functions:

- Analyzes business requirements, suggests alternative approaches to systems design, and prepares a proof of concept for user consultation.
- Translates complex functional and technical requirements into detailed architecture, designs logical data models, physical databases, and high performing software solutions.
- Monitors system performance, streaming data process and ensures all systems are working at an acceptable standard and that data pipelines are scalable, repeatable and secure.
- Designs and builds data ingestion and integration pipelines for various volumes of data from different sources.
- Designs and builds ETL jobs to process disparate, duplicate data sources and form a high-integrity, high-quality data asset.
- Participates in the development, integration, testing, documentation, implementation, maintenance and support of technology systems and associated technologies.
- Addresses all issues and concerns by providing technical support, including problem identification, investigation, and resolution for all end users.
- Creates/updates existing or new reporting solutions utilizing views, data marts, datasets and/or databases to design and deliver reports.
- Implements configuration, customizations, and testing prior to all installations in consultation with stakeholders; follows up with business user groups; coordinates the testing and implementation of resolutions.
- Assists business users and technical consultants with the development of complex database queries, reports, and dashboards.
- Maintains business systems documentation, user licenses, and renewal procedures.
- Administers and implements software and other technology upgrades.
- Provides technical assistance and training to staff.
- Design systems that can process various time-sensitive data sets efficiently.
- Designs, builds, and configures web-based APIs to facilitate easy access to data.

3. Liaison, Communication, and Customer Service Activities:

- Liaises with internal staff, vendors, and contractors, providing systems expertise, support and enhancement recommendations, and shares information regarding initiatives and other best practices with stakeholders.
- Liaises with external contractors, vendors, and other relevant stakeholders, to ensure proper functionality of technology systems, databases and equipment; ensuring that services delivered meet IT policies, procedures and standards.
- Actively participates in system upgrades.
- Participates in work groups, special projects, task forces and meetings, as assigned.
- Manages information in accordance with legislation and corporate standards.

4. Other Duties:

- Performs backup duties of other staff, as assigned.

- Participates in performance metrics planning activities, as required.
- Performs other duties as assigned.

Minimum Qualifications

Education and Training:

- Successful completion of a University Degree in Computer Science, Computer Engineering, Information Technology, or approved equivalent combination of education and experience.

Experience:

- Minimum five (5) years demonstrated experience as a technology solutions architect/developer/specialist/analyst or similar position/capacity including 3 years experience with Object Oriented Programming and Server-Side Programming and in leading and architecting software solutions using modern software development platforms and integration technologies. (10 years experience considered an asset)
- Familiar with agile, waterfall, hybrid project management framework and business analysis framework; formal training and certification is considered an asset.
- Experience working with agile and traditional project management frameworks.
- Must have experience in working with technology solution analysis, design and implementation. Fluent in relational database, data integration, APIs analysis, design and configuration.
- Demonstrated experience in writing complex, highly optimized SQL queries across various datasets.
- Demonstrated knowledge and experience of software solutions development lifecycles/methodologies i.e. agile or other rapid application development methods.
- Experience providing project implementation analysis and support in technology solution implementation, data integrity and security.
- Experience in unified data modelling for relational and NoSQL database and physical database design; programming languages (e.g. PL/SQL, Visual Basic, SQL, JavaScript, PHP, Node.JS and other open-source languages).
- Web-based user interface design and development experience using advanced DHTML, CSS, JavaScript, AJAX, JQuery and Bootstrap; knowledge of ETL and visualization tools; Machine Learning concepts and tools (R, Python and JavaScript).
- Experience with information systems project management, including successful completion of complex technical projects, such as ERP/CRM case management system implementation, Work Order/Asset Management automation, Development Tracking System implementation, systems integration, custom technology solutions development projects, etc.
- Experience with MS Dynamics 365 configuration and installation, will be an asset
- Experience in systems analysis, IT support model design and development, IT governance, enterprise resource planning solutions, software development, web/e-government solutions, and demonstrated supervisory or leadership experience.
- Experience in developing technology plans and architecture.
- Experience in functional and technical requirement documents, sprint planning support, system and intersystem testing, data mapping, SQL queries, user acceptance testing, risk mitigation strategies.
- Demonstrated project management skills to apply project management tools and methodologies (Agile, Scrum, etc.) to assist staff with information systems projects and programs.
- Experience in gathering, analyzing and documenting business and system requirements, workflows, business processes, etc.
- Experience in preparing use case and entity relationship diagrams, flowcharts, graphs, mock-ups.
- Experience in developing information systems plans and architecture, and relational databases, concepts including Oracle, MS SQL, etc.
- Experience using UML, MS Project, Visio, Excel, PowerPoint, Word, etc.

Knowledge:

- Strong knowledge of software development life cycle (SDLC), and project management life cycle (PMLC).
- Understanding of municipal and provincial legislative, regulatory and policy framework, and administrative functions and responsibilities is considered an asset.
- High-level understanding of IT security, network administration, data centre management, data governance, change management.
- Understanding of relational databases (i.e., Oracle, MS SQL), Big Data, data analytics, data mining and data management best practices is considered an asset.
- High-level understanding of IT risk management frameworks and mitigation practices (e.g., ISACA COBIT, etc.) and service management (i.e., ITIL TIPa, etc.) is considered an asset.

- Knowledge of enterprise geographical information systems (GIS) is considered an asset.
- General understanding of Enterprise Architecture, including TOGAF is considered an asset.
- Demonstrated experience developing and sustaining medium to large-scale software applications such as Oracle **OR** Salesforce **OR** MS 0365 Suite database software applications
- Demonstrated development experience in Oracle SQL, PL/SQL Functional/procedural programming, JavaScript, jQuery Libraries, NodeJS and ExpressJS, AngularJS, Pug Templating Engine, HTML, CSS, and Restful API services.
- Data modelling experience using database software and tools (e.g. Oracle SQL Developer / Data Modeller, TOAD).
- Knowledge of Source Code Control Systems and release process.
- Understanding of industry security practices such as database, codebase and operational security.
- Demonstrated experience conceptualizing and designing applications based on user feedback leveraging an agile development methodology.
- Knowledge of experience of code modularization and reusability.
- Data management skills, experience with enterprise integration tools and extract, transformation, and load (ETL) tools.
- Proficiency in Relational Database Management System (RDBMS) concepts and advanced experience in creating and using database objects.
- Knowledge and demonstrated ability in corporate core competencies including communication, innovation, teamwork and collaboration, and personal ownership.
- Computer literacy utilizing MS Office software applications.
- Knowledge of FME for a geospatial extract, transformation and load of data is considered an asset.
- Knowledge and experience with single sign-on implementation.
- Knowledge of trends in the use and implementation of current technology solutions.
- Knowledge of and demonstrated ability in corporate core competencies including communication, innovation, teamwork and collaboration, and personal ownership.

Competencies:

- Leadership competencies including operating strategically, leveraging diversity and differences, customer focused, ensuring accountability, managing complex problems, financial management, employing interactive and effective communication, fostering collaborative relationships, cultivating engagement to drive vision and purpose, managing and developing talent, establishing and maintaining trust, displaying self-awareness, and demonstrating resiliency.
- 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.
- Ability to resolve problems related to project risk and change management (e.g. changes to project scope, schedule and cost).
- Demonstrated ability to deal effectively and tactfully with a wide variety of groups and internal/external contacts to provide direction and leadership to same.
- Sound analytical and problem-solving skills and the ability to make decisions in accordance with applicable regulations, policies and procedures.
- Ability to work with minimal direction.
- Excellent administrative, time management, project management and public relation skills.
- Ability to aid in the design, configuration and implementation of business-to-system processes.
- Ability to negotiate technical agreements and contracts.
- Ability to foster cooperative and collaborative working relationships, lead multiple projects and cross-functional teams at the same time.
- Flexibility/availability to work after hours for project implementation to minimize business operation disruption.
- Ability to research, document, and present technical information to management.
- Computer literacy utilizing MS Office software applications and other applications/platforms such as relational database systems, Analytics & Data Visualization Tools, ArcGIS and GeoCortex.
- Ability to analyze and resolve technical problems, assess application technology and end user needs.
- Ability to work outside regular business hours as required.

Physical Demands and Working Conditions

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