

APPLICATION SUPPORT ANALYST

Position ID: J0224-0359

Job Type: Full Time

Department: IT Client Services

Number Of Positions: 1

Closing Date: March 11, 2024

Min Salary: \$85,598.00/Year

Max Salary: \$106,997.00/Year

As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

The Opportunity:

As part of the IT Client Services Application Team, the Application Support Analyst (ASA) will be responsible for technically supporting, maintaining, and enhancing several enterprise applications. You will be responsible for maintaining stable and secure application platforms while providing application expertise to deliver measurable outcomes.

You will be responsible for technically supporting and enhancing enterprise applications including but not limited to the following; CityView, Cityworks, SharePoint, Dynamics GP/Diamond, Paramount, FMW, Escribe, PerfectMind, FDM, Maintenance Connection, MERX, CorePoint. Acting as the subject matter expert (SME) you will be responsible for collaborating with business units to understand their application needs.

- Build strong client relationships to understand business needs and how to leverage technology to meet those needs
- Manage all changes to the application, its configuration and the associated business rules and workflows
- Consult with application owners and user groups to identify and prioritize future application upgrades and enhancements
- Host quarterly steering committee meetings and monthly operational meetings to present current state of application, enhancement roadmaps and prioritization of workloads
- Document and complete business system assessments (BSA) on existing and new applications/solutions through collaboration with stakeholders
- Collaborate with the City's governing bodies to ensure the applications meet information governance and privacy requirements
- For all application changes and enhancements, ensure documentation is complete, effective communication is followed, risks are mitigated and end-user training is delivered
- Analyze and document current state, future state and ideal state and deliver presentations to leadership teams within the City
- Liaise with software providers and vendors regarding any application issues that require escalation
- Query application databases to provide the business with accurate data to assist in decision making
- Record all application incidents, service requests, change requests and all related documentation including notes and resolutions within the City's ITSM

You Bring:

- Bachelor's degree or diploma in Information Technology or a related field is required
- ITIL v3/4 or PROSCI Change Management certifications would be an asset
- 5 to 7 years of experience in the following:
 - Administering applications within an Enterprise Environment
 - Experience working with database attached applications
 - Experience managing application enhancements
 - Experience analyzing business needs
- 2 to 4 years working with MS SQL and SSRS
- Previous experience administering applications in a municipality would be considered an asset
- Previous experience administering applications within the City's Application Portfolio (e.g. recreation management software) would be considered an asset
- Working knowledge of Crystal Reports would be considered an asset
- Keen interest in technology and developing skillsets to support additional Enterprise Applications
- Strong communication and interpersonal skills
- Strong verbal and written presentation skills
- Passion for technology, people and process
- Strong analytical and troubleshooting skills
- Ability to lead a conversation and host an effective meeting
- Coach and mentor other team members
- Must be a self-starter with the ability to work independently and in a collaborative team environment
- Ability to establish effective, collaborative working relationships and an ability to build trust with staff across all levels of the organization
- Ability to adapt well in an ever-changing environment
- Ability to see the big picture and broader implications of issues/solutions

We Offer:

Along with a competitive compensation program and City paid health and dental premiums, this position also includes:

- Excellent health, dental, paramedical, and benefits plan
- First-in-class pension plan
- Career development and tuition reimbursement
- Employee discounts, annual adult Genesis Place pass, social events, and health & wellness initiatives

Continuous learning through training and development is encouraged as are flexible work arrangements, when possible. We recognize that our people work best when they feel engaged in their environment and appreciated for their efforts and our overall benefits package reflects that.

Additional Information:

This full time position (37.5 hours per week) includes a comprehensive benefits and pension package.

This position requires in office presence and may require after hours to patch environment and roll out system changes.

Please provide a cover letter as a means of introducing yourself and your interest in this role.

Next Steps:

Candidates are invited to apply online at www.airdrie.ca.