

DEPARTMENT:	Information Technology	STATUS:	Full Time
NO. OF POSITIONS:	One	UNION:	CUPE, Local 387
HOURS OF WORK:	35 hours per week*	SALARY:	\$50.13 - \$59.23 per hour plus benefits

Join the IT Services team at the City of New Westminster! As a seasoned Business Systems Analyst, your primary focus will be Land, Council, and Library systems, including Horizon, Tempest, and eScribe. In addition to assessing business requirements and recommending solutions, you'll play a crucial role in scripting, programming, ongoing application support, and project management. From technical tasks like database maintenance to collaborating with clients and vendors, this role demands a high degree of independent judgment and action within established guidelines. Explore opportunities to leverage your skills across other various systems as operationally required.

Minimum Required Education

- Bachelor's degree from a recognized, reputable post-secondary institution in an IT Systems related discipline.

Minimum Required Experience

- 5+ years of experience working in an IT department as a Business Systems Analyst
- 3+ years of experience in a Business Systems Analyst related role working with municipal systems

Other Requirements

- Must be a Canadian citizen or a permanent resident
- Must pass a Police Information Check

Role Responsibilities

- Developing reports and queries using a variety of tools, including Tempest ReportBuilder Tools, SSRS and SQL Management Studio
- Developing, maintaining, and troubleshooting interfaces between systems using a variety of tools including SQL and proprietary vendor tools
- Managing user accounts and security
- Provide troubleshooting assistance and end-user support to our business departments.
- Configuring existing system functionality to meet business requirements (e.g. folder types, email templates)
- Research and enable new system functionality
- Installing software updates and facilitating user to do release testing
- Performing Microsoft SQL database administration
- Creating queries, as well as updating, importing, and exporting data (e.g. FOI request, or SQL view for other teams)
- Working with vendors and their support channels to meet business requirements
- Performing routine system admin tasks such as refresh TEST database, install patches, clean up tasks, and server monitoring
- Performing other related duties as required

Desired Skills

- Proven hands-on experience with Municipal enterprise applications, such as Tempest, eScribe, Horizon, and Stone Orchard
- Ability to provide advice and recommendations on technical matters related to the Land/Property tax/Permitting
- Experience with data integration technologies (such as ETL, flat files, XML etc.) integrating custom or third- party software systems with an enterprise application.
- Experience with web development and related technologies and tools (such as HTML, JavaScript, CSS, IIS etc.).
- Familiarity with web services integration
- Ability to act as a primary IT system owner and provide technical support on the system environment and applications
- Flexible and able to manage simultaneous priorities, pressures, and deadlines.
- Ability to define, analyze, and document business systems processes
- Ability to establish and maintain effective working relationships with a variety of contacts
- Ability to document, analyze, and assess a variety of information, identify priorities and resources, and propose alternative business processes
- Ability to analyze and evaluate data and information required for programming develop logical solutions to solve problems
- Ability to listen to feedback from non-technical stakeholders and communicate effectively orally and in writing and to present proposals that address this feedback in non-technical language
- Ability to perform assigned duties with minimum supervision

***This position is eligible for hybrid remote/in office.**

Apply online with your resume and cover letter in one document at www.newwestcity.ca/employment.

This position will remain open until filled.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

*New Westminster is on the unceded and unsurrendered land of the Halq'eméylem-speaking peoples.
It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.
We are learning and building relationships with the people whose lands we are on.*

*We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada.*