Corporate Applications Analyst – WAM (Approx 12 months with possible extension)

Why Guelph?

When you join the City of Guelph, you join a team of over 2000 employees who deliver services the community relies on every day. Together, we are bringing to life Guelph's vision of an inclusive, connected, and prosperous city where we look after each other and our environment. As a single tier municipality, we offer a variety of occupations and career specialities within our organization. Guided by the goals and objectives of the Future Guelph: Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision for an inclusive, connected, prosperous city.

What we offer

We offer competitive wages and comprehensive benefits to meet the needs of our diverse employees. Many of our positions offer:

- Paid vacation days, increasing with years of service
- Paid personal days;
- Hybrid and flexible work arrangements;
- Defined benefit pension plan with OMERS, including 100-per-cent employer matching;
- Extended health and dental benefits, including Health Care Spending Account;
- Employee and Family Assistance Program;
- Parental leave top up program;
- Learning and development opportunities including tuition assistance
- Employee recognition programs.

Position overview

We are hiring for the temporary position of **Corporate Applications Analyst** within the Information Technology department. Reporting to the Manager, Business Solutions, the successful candidate will share responsibilities in maintaining the Oracle Work and Asset Management (WAM) application and other corporate software. The successful applicant will perform all aspects of business analysis of major corporate information systems and will contribute to technical administration using industry best practices to ensure business continuity and continual improvement. This position is an integral part of a team of technology professionals tasked with application administration and business collaboration to gain efficiencies and utilize technology to maintain a healthy system infrastructure.

Key duties and responsibilities

- Interpret requests stated in business terms associated with corporate financial functions, streamline business processes and work closely with Users/Managers and/or System Analysts to provide integrated solutions.
- Lead, coordinate, and manage change initiatives, and promote/support organizational

readiness for process and system enhancements.
- Perform end to end Systems Development Life Cycle activities.
- Develop, design, test, implement and sustain quality solutions using Corporate Applications and Corporate Databases.
- Analyze and implement system updates associated with revision maintenance, security, financial system interfaces, and infrastructure.
- Provide input into system policies and overall application architecture.
- Lead or participate in upgrades and rollouts of applications on a regular basis.
- Work within existing software change management procedures to implement software updates, packaging, and deployments.
- Primary technical/functional customer service representative to all business areas in support of work and asset management, as well as purchasing and inventory activities for City staff.
- Participate in evaluation of Request for Proposals, including as needed, supporting and drafting terms of reference.
- Obtain extensive knowledge of City of Guelph internal environment, including service area and departmental structures and business processes.
- Support the safeguarding, safe operation and general management of City assets and material resources.
- Isolate, troubleshoot, and resolve problems and administer corporate applications.
- Act as a project manager/coordinator for new corporate-wide technology initiatives or work as technical lead as part of project teams.
- Work in conjunction with other technical staff and external vendors to resolve problems and administer/enhance applications and process delivery.
- Manage change requests to existing functionality while maintaining system integrity.
- Contribute to the creation of IT business plans, and advocate for service area priorities.
- Build and maintain technical and user documentation and Standard Operating Procedures (SOPs).
- Build and manage custom reports and dashboards for end users and management.
- Provide application training and coaching to staff.
- Perform other related duties as assigned.
- Occasional planned after-hours work is required outside of the standard work schedule in order to support system upgrades, enhancements and new implementations. First point of contact for after hour incidents with responsibility to initiate appropriate action.

Qualifications and requirements
- Completion of a post-secondary education in Computer Science or a related discipline.
- Considerable experience in applications analysis, design, and business process re-engineering in a medium to large sized corporate environment, preferably in a municipal setting.
- Considerable experience with Enterprise Asset Management or Computerized Maintenance Management Systems (such as Synergen/WAM etc.) and/or financial systems (such as JD Edwards, SAP etc.).
- Experience in systems development: business analysis, programming, report and interface development, support, project planning, business process re-engineering and SDLC.
- Proficiency with Oracle PL/SQL, Trigger and related Oracle RDMS tools.
- Proficient knowledge of database platforms (Oracle and SQL Server) and SQL programming language
- Ability to work well with people from different disciplines with varying degrees of technical experience.

- Ability to prioritize different activities / assigned initiatives and complete within resource constraints.
- Ability to work effectively with other technical staff to isolate, troubleshoot, resolve problems and administer corporate applications.
- Technical knowledge in infrastructure, data, tools and corporate applications.
- Knowledge of the municipal legislative environment (examples include Accessibility for Ontarians with Disabilities Act, and Municipal Asset Management policies).
- Proficient with Windows and Microsoft Office Suite.
- Excellent analytical, problem solving and decision-making skills.
- Excellent verbal and written communication skills with the ability to communicate with all levels of staff, stakeholders and the general public.
- Able to handle multiple and changing priorities and coordinate available resources accordingly.
- Ability to work both independently and in a team environment.
- Weblogic experience would be an asset
- Experience in report writing would be an asset.
- Candidates with equivalent combination of education and experience may be considered.

Pay/Salary

Non-Union Grade: 6: $50.31-$62.89 per hour

How to apply

Qualified applicants are invited to apply using our **online** application system by **July 7, 2024.** Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered.

Please visit the job posting listed on our City of Guelph careers page and click on the "Apply for this job" button. Instructions will follow.

The City of Guelph is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive workplace where employees feel welcome, valued and engaged. Our employment policies strictly prohibit all forms of discrimination on any of the grounds in relevant laws. All employment practices are solely based on individual merit, qualifications, and organization's needs at the time. In keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, we are committed to working with and providing reasonable accommodation for qualified individuals in our job application procedures. If you need an accommodation in order to participate in the hiring process, you may contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.