

**BUILD A CITY.
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HELP US BUILD A WORLD-CLASS CITY.



FUNCTIONAL APPLICATION ANALYST (WORKFORCE MANAGEMENT LEAD) REGULAR FULL-TIME

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey.*

EMPLOYMENT STATUS

Union – CUPE Local 402 – Regular Full-Time

SCOPE

The City of Surrey is seeking an experienced **Functional Application Analyst 3 - Workforce Management Functional Lead** to join our UKG Pro Workforce Management Implementation Project Team. Situated within the Information Technology Division, this permanent role is pivotal in designing, deploying, and sustaining our workforce management solution across all departments to meet the City's operational needs. Reporting to the Business Applications and Integration Manager, you will use your deep expertise in workforce management platforms, with a strong preference for direct experience with UKG Pro, to ensure successful implementation and provide continuous support and enhancement of the system.

This position requires a strategic thinker who can manage complex issues within a municipal, unionized workforce. Your skills in developing functional specifications, training end-users, and acting as the primary liaison with IT and various departments are essential to the system's success. Post-implementation, you will be responsible for the ongoing sustainment and optimization of the system, ensuring it continues to meet the evolving needs of the City.

RESPONSIBILITIES

- Consult with departments to gather requirements and drive consensus on system standards, practices, and processes.
- Analyze and recommend solutions that align with the City's operational needs and strategic goals.
- Oversee ongoing business operations and complex work assignments, ensuring alignment with corporate priorities.
- Serve as the primary contact for functional end users, resolving integrated administrative, technical, or operational issues.
- Liaise with IT and all departments to manage and resolve system issues efficiently.
- Develop and maintain training materials and ensure system documentation is complete and accessible.
- Facilitate training programs and consultations to support all end users, including management staff.
- Provide oversight on test scenario development for key business processes in leave, scheduling, and timekeeping domains.
- Collaborate with the Testing Lead to support system testing and user acceptance.

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- Maximize integration between end-user groups by analyzing business processes and recommending improvements.
- Lead the future development of the system by participating in business case development, needs identification, requirements definition, and project planning.
- Monitor and assess system performance post-implementation, providing ongoing sustainment, optimization, and support to ensure the system continues to meet business needs.
- Manage configuration changes and security access as needed.
- Lead report development to meet the needs of both staff and management.
- Stay current with industry trends and best practices in workforce management, especially within municipal operations.
- Provide supervision to subordinates as needed to ensure project and sustainment goals are met.

QUALIFICATIONS

- Bachelor's degree in a related discipline, plus 4 years of relevant experience, preferably in a municipal setting; OR
- Diploma in a related discipline, plus 6 years of relevant experience, preferably in a municipal setting; OR
- Technical courses, plus 8 years of relevant experience, preferably in a municipal government setting.

KNOWLEDGE, SKILLS, & ABILITIES

- Advanced skills and deep expertise in UKG Pro Workforce Management Software is required. Candidates with experience in similar complex workforce management solutions will also be considered, though UKG Pro experience is highly prioritized.
- Relevant certifications in the UKG Pro Workforce Management Software, with proven hands-on experience completing configurations for changes to processes and business rules.
- Experience with implementing solutions for complex scheduling and time requirements is highly desirable.
- Complete configurations for the workforce management software, as need to support changes to processes and business rules.
- Experience in a collective agreement and complex labor relations environment is preferred, with a strong understanding of municipal operations.
- Strong communication and interpersonal skills, with the ability to build rapport, present recommendations, and train end-users.
- Strategic thinker with problem-solving abilities, able to work proactively under pressure and meet deadlines.
- Self-motivated and independent, with a strong service orientation.
- Thorough knowledge of functional areas of expertise and cross-departmental relationships within a municipal setting.
- Experience in project environments with structured management frameworks, contributing to plans and deliverables.

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- Familiarity with change management principles to support user adoption, transition, and ongoing sustainment.

OTHER INFORMATION

Pay Grade: 31

Hourly Rate: \$55.86

Pay Steps	Hourly Rates
Step 1	\$55.86
Step 2 (6 months)	\$58.40
Step 3 (18 months)	\$60.82
Step 4 (30 months)	\$63.35

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