



JOB DESCRIPTION

The Corporation of the City of Orillia has an opening for the full-time position of Information Technology (IT) Systems Support Analyst in the Business Development, Tourism and Modernization Division of the Corporate Services Department.

DUTIES

- Select, support, enhance, leverage, integrate and install existing and emerging enterprise I.T. systems including PSD CityWide, Great Plains Financial and HR system, ESRI/ARC GIS, the Orillia.ca Website and Customer Portal, the SharePoint Intranet and Document Management System, etc.
- Design, develop and implement improvements to information technology systems and business processes including APIs, AI tools, scripts, group policies, sql, Microsoft Intune and other products to reduce duplication of effort and streamline business processes.
- Support, troubleshoot, and seek opportunities to improve, automate and implement software tools including Microsoft Office 365 Products (SharePoint, Azure, Intune, Teams, Power BI, Power Automate) and other standard software products.
- Resolve help desk tickets following standard operating procedures and ensuring that Service Levels are met, customers are satisfied, that solutions are documented and automated to reduce rework.
- Provide leadership and governance throughout the IT Project lifecycle. Develop and monitor detailed project schedules and budgets. Work with external project managers to implement new systems.
- Gather business requirements, prepare RFPs/RFQs, evaluate options, and select and acquire hardware and software.
- Conduct research, prepare business cases and plans. Perform analyses, and document recommendations considering cost, benefits, IT Standards, and business requirements.
- Other duties as assigned in accordance with corporate objectives.

QUALIFICATIONS

- Post-secondary degree in Computer Science, Information Technology, or related discipline.
- Three to four years of demonstrated experience with enterprise-level solution implementation or a combination of related education and experience; experience must include work with multiple hardware and software systems.
- Certification in Microsoft Products is preferred. Extensive knowledge of Microsoft 365 including SharePoint, and Teams. Knowledge and experience using Power BI and PowerAutomate.
- Experience in software solution design and management techniques with demonstrated experience in SQL, scripting tools, GPOs, Power BI, Intune and web-based development.
- Knowledge of business process modelling, structured analysis, and design.
- Excellent interpersonal, report writing, communication, and presentation skills with the ability to work effectively in a team setting with minimal supervision.
- Must possess a valid class 'G' Ontario's driver's licence and have access to a reliable vehicle.
- An acceptable Criminal Record Check is required for this position prior to the employment commencement date at the incumbent's expense.

Compensation for this position is \$80,870 to \$94,608, based on a 35-hour work week, plus a comprehensive benefits package. This position requires occasional work outside normal business hours. Interested applicants are invited to submit their application by November 13, 2024, at noon.



City of Orillia
Corporate Services Department
Business Development, Tourism and Modernization Division
IT Systems Support Analyst

Applications will only be accepted by applying online at <https://careers.orillia.ca/>

Note: The City of Orillia is committed to an inclusive, barrier-free environment. Accommodation will be provided in all steps of the hiring process. Please advise the City of Orillia Human Resources Department if you require any accommodations to ensure you can participate fully and equally during the recruitment and selection process. We thank all applicants that apply and advise that only those to be interviewed will be contacted. In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information is collected under the authority of the Municipal Act 2001, S.O. 2001, c. 25., and will be used for the purpose of candidate selection. Questions about this collection should be directed to the Freedom of Information Coordinator, City of Orillia, 50 Andrew St. S., Orillia ON L3V 7T5