



# BUILD A CITY. BUILD A FUTURE.



## FUNCTIONAL APPLICATION ANALYST 2

### SCOPE

We are looking to add functional application support in our Business Enhancement section of Engineering Operations, for our Fleet Management System (AssetWorks M5), our Computerized Maintenance Management System (Cityworks), and other Business Intelligence applications as required. You will turn your attention to investigating, analyzing, configuring, and specifying business information systems to meet our clients' business needs. The Functional Analyst 2 will be responsible for leading the execution of the product program plan and application roadmap with guidance from the manager and other senior Functional Application Analysts, gathering business requirements for small scale enhancement requests, coordinating their implementation, and completing necessary technical tasks on an ongoing basis, as well as providing functional support daily to staff.

### RESPONSIBILITIES

- Considering the business implications of applying information technology to our clients' current business environment.
- Engaging in research and fact-finding to formulate and define the scope and objectives of business systems within the city.
- Performing analysis, design, configuration, testing, implementation, training, documentation, and maintenance of software applications for both business and technical information systems, as well as coordinating development activities with Application Analysts, consultants and vendors as needed.
- Providing troubleshooting assistance and end-user support to our clients.

Applicants will be able to demonstrate:

- Knowledge of relational databases, fleet and computerized maintenance management systems such as AssetWorks M5 and Cityworks, reporting software and business intelligence solutions.
- Technical knowledge of application system infrastructure, enterprise application configuration and integration with the proven ability to learn & adapt to innovative technologies quickly.
- The ability to document functional requirements, system configurations, and any changes implemented within existing applications with a high level of detail and accuracy.
- Knowledge or experience with data analytic and reporting tools.
- The ability to analyze data for quality control and assurance.
- The ability to effectively manage a variety of projects in a fast-paced environment.
- A strong dedication to working in teams and providing excellent customer service to user groups and other stakeholders.
- Excellent verbal and written communication skills to obtain acceptance of ideas and cooperation on proposed initiatives and actions.

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## QUALIFICATIONS

- A related Bachelor's degree with 3 years of directly related and relevant experience; or
- A diploma in a related field plus 5 full-time years of directly related and relevant experience; or
- Technical courses in the field plus 7 full-time years of directly related experience.
- Experience is to include at least one year at the Analyst level or acceptable equivalent.

## OTHER INFORMATION

Pay Steps	Hourly Rate
Step 1	\$47.52
Step 2 (6 months)	\$49.52
Step 3 (18 months)	\$51.52
Step 4 (30 months)	\$53.84

This Posting Closes on November 2, 2024.

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