



Position Enterprise Business Systems Analyst (19 Month Contract)
Department Corporate Services

Position Summary

Under the direction of the Manager, Data Architecture & Application Services, this position serves as a technical expert responsible for system administration, support and maintenance of the Town's Enterprise Business Applications and online services. This role requires an understanding of client business processes and requirements to plan, design, develop and implement technology solutions for municipal enterprise applications. This position performs analysis on issues, provides resolutions to technical problems, and leads the resolution of major issues involving vendors, the IT team, and customers. This role is also responsible for identifying solutions, and finding resolutions to enterprise application issues using troubleshooting and resolution processes. Additionally, this role is involved in system implementations, upgrades and modifications by using Project Management Methodology practices and procedures to manage the application and implementation life cycle.

Key Responsibilities

- **Operational Management**
 - Administers and supports the day-to-day IT operations of the Town's Enterprise business systems applications, including both on-premises and cloud-based applications (ERP Financial Accounting & Procurement system, Taxation, Budgeting, Fire Dispatch, Recreation Management and Parking Enforcement systems)
 - Troubleshoots system, data and end user issues by problem identification, collaborating with Town staff, escalating to vendor and other IT personnel to ensure resolution
 - Document standard operating procedures, system documentation and associated training plans for the administration and use of the Enterprise Business Applications
 - Analyze user requirements for reports, forms, queries and data extraction
 - Develop and deploy end user practices and tools for data extraction, queries, Business Intelligence reporting and data analytic/manipulation in accordance with business processes
 - Communicate application problems and issues to key stakeholders including management, application team and end users
 - Design and delivery enterprise applications training programs and sessions for business users
 - Ensure that installation of service packs, patches and hotfixes of enterprise systems are planned and executed
- **Application Planning**
 - Gather, analyze and define end user requirements for enterprise application expansion and data access and usability in accordance with business objectives and legislative requirements
 - Provide input in the Town's enterprise application capacity plans and reviews growth forecast to ensure that the enterprise application infrastructure continues to meet the growing needs of Town staff and citizens.
 - Provide technical knowledge and experience during the planning, execution and management of integrating applications into new and existing applications

- Acquisition and Deployment
 - Act as the technical lead in the deployment of enterprise applications (CMiC, FMW, Vtax, FDM, PerfectMind/Xplor, gtechna, Workday) enhancements and new modules
 - Collaborate with application analysts, network analysts and system owners in the definition of requirements, development and testing of new and upgraded database programs and applications
 - Participate in the development and testing of software and enterprise applications integration

Education and Experience

- Post-secondary degree or diploma in Computer Science, Computer Engineering, Information Systems, Business Administration or related field
- 3 + years' experience with administering and supporting Oracle and SQL Server based enterprise applications and/or managing and administering web based applications using IIS or Apache
- Experience supporting, configuring and administering enterprise applications including CMiC Financials, AMANDA, FMW, FDM Fire Dispatching, PerfectMind/Xplor, Parking Enforcement application, Taxation software
- Knowledge of Oracle Database 11g and above using PL/SQL, SQL Plus and Oracle Developer
- Knowledge of and demonstrated ability to work with HTML, Javascript, jQuery and web browser developer tools to assist with application testing and troubleshooting is preferred
- Strong knowledge of system and software quality assurance best practices and methodologies
- Experience in Project Management Methodology and development of business and data models and entity relationship modelling and architecting application and data processes and workflows is preferred
- Courses in relational databases, SQL, PL/SQL programming, multi-tier application management, or business analysis
- Certificates in Oracle Database and/or SQL Server Database Management and Oracle Middleware is an asset
- Knowledge of municipal IT applications and concepts
- Excellent communication, interpersonal, organization and time management skills
- Excellent analytical, problem solving and research skills

What We Offer

This 19 month contract position is eligible for the following:

- Annual Salary Range: \$84,493 - \$105,615 (based on a 35-hour work week)
- Payment in Lieu of Benefits and participate in the OMERS pension plan
- Paid time-off (vacation and incidental time)
- Hybrid work environment and flexible work arrangements, including to participate in the Town's compressed work-week program.

About Milton

At the Town of Milton, we provide excellent and sustainable municipal services to foster a vibrant and inclusive community where residents thrive, businesses flourish and nature is cherished.

We are laying the groundwork for our vision for Milton 2051: a safe, diverse and welcoming community that respects its natural beauty and heritage, supports a range of neighbourhoods,

sustains a strong and balanced economy, and offers outstanding opportunities to live, learn, work and play.

How to Apply

Interested applicants should apply online at www.milton.ca under the Employment Opportunities section. The job posting closes at 12:00 am on November 13, 2024. Interested applicants, please ensure to apply by 11:59 pm on November 12, 2024.

If you are currently employed with the Town of Milton, please apply internally through the Jobs Hub app of your Workday account in order for your application to be processed as an internal applicant.

In accordance with the Freedom of Information and Privacy legislation, applicant information is collected under the authority of the Municipal Act and will be used strictly for candidate selection.