



**BUILD A CITY.  
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## FUNCTIONAL APPLICATION ANALYST 1

### Scope

Under direct supervision of the Bylaws manager, you will provide functional application support for the Application system and ensures it meets the business needs of all end users. The incumbent is knowledgeable in all system functionality and works in a complex multi-site organization providing guidance, support and training in relation to the system. Considerable judgment, problem solving ability and expertise is required to develop solutions to operations issues arising out of the system that could have a serious impact to the City.

### Employment Status

Union - CUPE Local 402 – Regular Full Time.

### Responsibilities

As a Functional Applications Analyst 1, you will

- Be the primary source of contact, respond to, investigate, prioritize and resolve integrated administrative, technical or operating problems within the functional end user base using standard methodologies and procedures, interpreting or adapting as situations and problems arise.
- Participate in ongoing business operations and completing work assignments as delegated
- Develop training material for end users and ensures that end user system document is appropriate and complete
- Assist in analyzing, testing and verifying implementations to ensure quality assurance standards are met
- Perform other related duties as assigned

The ability to communicate effectively, establish and maintain effective working relationships with internal and external contacts is essential for success in this position. In addition, possess excellent planning, organizing and estimating skills alongside the ability to work in a strategic and proactive manner. Also, you have the ability to think logically and analytically in a problem-solving environment and have effective presentation skills.

### Qualifications

- Bachelor's degree in an acceptable related discipline from a discipline from a recognized post- secondary institution, plus 2 years of directly related and relevant experience, preferably in a municipal setting.
- Business diploma in an acceptable related discipline from a recognized post-secondary institution, plus 4 years of directly related and relevant experience, preferably in a municipal setting.
- Technical course in the field plus 6 years of directly related and relevant experience, preferably in a municipal setting.
- Education to include post-secondary information technology related courses, at a minimum.
- Experience working with enterprise applications and working in a municipal setting are preferred.
- An acceptable equivalent of education and experience may be considered.

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**Other Information**

- Hourly Rate: \$43.77 (2024 Rates)

<b>Steps</b>	<b>Hourly Rate</b>
Step 1	\$43.77
Step 2 (6 Months)	\$45.61
Step 3 (18 Months)	\$47.52
Step 4 (30 Months)	\$49.52