



Join the City of Medicine Hat as a Continuous Improvement Analyst

Temporary, Full-Time (Up to 18-Months)

Are you passionate about streamlining processes and improving how organizations use their business systems? The City of Medicine Hat is looking for a detail-oriented and tech-savvy Continuous Improvement Analyst to support our Enterprise Content Management (ECM) system and related enterprise applications. In this position, you'll collaborate across departments, help optimize how we work, and contribute to continuous improvement initiatives that make a real impact city-wide. This position is based on-site in Medicine Hat, with potential for remote work flexibility depending on operational needs.

Your key responsibilities

- Collaborate with system users to analyze, support, and improve enterprise system processes and workflows.
- Support testing, change management, and documentation efforts for the ECM (SharePoint) and connected systems.
- Maintain configuration records, process maps, and system documentation to ensure accuracy and up-to-date information.
- Resolve user issues, document resolutions, and contribute to user education to enhance system usage.
- Maintain system security roles and user access in the ECM system.
- Assist with planning and prioritization of projects alongside the Information Management Coordinator.
- Support records and information management practices, including training and implementation of procedures.
- Administer and configure content in SharePoint, including sites, document libraries, managed metadata, and content types.

What you bring

- Strong problem-solving and analytical skills, especially in interpreting workflows and business processes.
- Understanding of integrated business systems, databases, and how to troubleshoot technical issues.
- A collaborative and customer-focused mindset with strong verbal and written communication skills.
- Demonstrated ability to manage time, prioritize tasks, and work both independently and as part of a team.
- Experience using SharePoint, including creating and managing content, is required.
- Familiarity with Orchestra, ShareGate or MS Purview is considered a strong asset.

Qualifications

- Diploma (2 years) in Technology, Business, Finance, or a related field from a recognized post-secondary institution.
- Minimum 1 year of experience in a Business Systems or Continuous Improvement Analyst role, or in Information/Records Management.
- Experience administering and building out SharePoint environments, including configuration of libraries and metadata.
- Equivalent combinations of education, training, and experience may be considered.

Why join us?

- Make a Difference: Contribute to the growth and development of our employees, fostering a culture of continuous learning and professional advancement.
- Collaborative Environment: Work with passionate professionals dedicated to achieving excellence and driving positive change.
- Career Growth Opportunities: Access ongoing training, development programs, and advancement opportunities to support your professional growth.
- Competitive rate of pay: \$ 46.04 per hour

#brightideas