

# BUILD A CITY. BUILD A FUTURE.



## BUSINESS SYSTEMS ANALYST (FUNCTIONAL APPLICATION ANALYST 2) PROJECT (2 YEARS)

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation.*

*City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey*

The City of Surrey has launched a Housing Action Plan to address the delivery of housing and support affordable housing projects that aims to increase new housing by 27.8% in our city. This action plan is supported by the \$95 million Housing Accelerator Fund (HAF) that was awarded to the City by the Canada Mortgage and Housing Corporation (CMHC). The Housing Accelerator Fund (HAF) will help improve the development approval process through an action plan designed to:

- Facilitate the delivery of housing in the short and long term;
- Enhance the certainty in the permit approval process;
- Increase access to affordable housing;
- Continue to support the development of complete communities that are sustainable and inclusive; and
- Further position Surrey as a destination for investment.

Help us deliver on Surrey's Housing Action Plan. If you're looking for meaningful work that will directly impact the communities we live in, apply this job opportunity today.

### EMPLOYMENT STATUS

Union - CUPE Local 402 - Project (2 Year): 2 positions

### SCOPE

Join the City of Surrey as a Business Systems Analyst (Functional Application Analyst 2).

As part of our Business Improvement Team, you'll support over \$1.5 billion in annual construction activity and play a key role in transforming how the City delivers land development services. We are a forward-thinking team focused on innovation, continuous improvement, and digital modernization.

Working closely with business units in cross functional teams, you will enhance the City's Land Management System (AMANDA) by driving system improvements, streamlining business processes, and creating scalable, data-driven solutions. A key part of your role will be enabling data-driven decisions through developing Power BI reports and interactive dashboards, turning complex data into actionable insights that support evidence-based decision-making across departments.

If you're passionate about civic technology, collaborative problem-solving, and making a measurable impact in your community—we want to hear from you.

INTEGRITY • SERVICE • TEAMWORK • INNOVATION • COMMUNITY

Help us build a world-class city. We are hiring talented innovators seeking meaningful work to drive our city - and their careers - forward.  
Apply online at [www.surrey.ca/careers](http://www.surrey.ca/careers)



## RESPONSIBILITIES

- As the primary source of contact, responds to, investigates, prioritizes, and resolves 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.
- Work closely with departmental stakeholders to develop strong working relationships and to effectively articulate and advocate on their behalf.
- Assumes key role in the future development of the system by participating in development of business cases, taking business unit lead role in needs identification, defining requirements, assisting with development of work break down structure and project plans, and assumes key business unit role in testing and implementation.
- Leads report development (Power BI, Oracle, Crystal Reports) based on end user needs, both staff and management.
- Acts as a liaison with IT for all system issues raised by the business users that require IT involvement and manages the resolution of all issues.
- Maximizes integration between end user groups by analyzing business processes and recommending improvements where appropriate.
- Provides ongoing support and training to all end users, including management staff, through training programs, one on one consultation, systems, or procedural advice etc.
- Leads report development based on end user needs, both staff and management.
- Other job-related duties as required.

## QUALIFICATIONS

- Bachelor's degree in acceptable related discipline from a recognized post-secondary institution, plus 3 years of directly related and relevant experience, preferably in a municipal setting; OR
- Diploma in an acceptable related discipline from a recognized post-secondary institution, plus 5 years of directly related and relevant experience, preferably in a municipal setting; OR
- Technical courses in the field plus 7 years of directly related and relevant experience, preferably in a municipal setting.

## KNOWLEDGE, SKILLS, AND ABILITIES

- A strong dedication to serving clients and ability to work closely with end users.
- Ability to work in a strategic and proactive manner to perform under pressure, and meet deadlines established according to corporate priorities.
- Considerable business knowledge of functional area of expertise.
- Effective verbal and written communication skills in order to persuade and influence others to obtain acceptance of ideas and cooperation on proposed initiatives and actions.
- Knowledge of AMANDA (or other Municipal Land Management Systems) and business processes are considered assets.
- Knowledge or experience with PowerBI, Crystal Reports (or other data analytic and reporting tools) are considered assets.

## OTHER INFORMATION

Pay Grade: 27

Hourly Rate: \$47.52 (2024 Rates)

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

INTEGRITY • SERVICE • TEAMWORK • INNOVATION • COMMUNITY

Help us build a world-class city. We are hiring talented innovators seeking meaningful work to drive our city - and their careers - forward.  
Apply online at [www.surrey.ca/careers](http://www.surrey.ca/careers)

