
Systems Analyst (Development\Engineering\Fire\Utilities)

DEPARTMENT:	Information Technology – IT Services	STATUS:	Temporary Full-Time
NO. OF POSITIONS:	One	UNION:	CUPE Local 387
HOURS OF WORK:	35 hours per week	SALARY:	\$50.13 - \$59.23 per hour (2024 rates) + comprehensive benefits package

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 85,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

Join the IT Services team at the City of New Westminster!

We are seeking a highly skilled Systems Analyst/Programmer with strong technical expertise, particularly in database, cloud and on premise integrations, and enterprise application development and support. This role will focus on support, development, reporting, and integrations for Engineering/Development/Fire/Utilities systems. This will include an electrical AMI platform, fire station scheduling, staffing, and ancillary systems, as well as engineering and planning/development workflows and systems. The ideal candidate must possess hands-on technical proficiency in system integrations, application support, troubleshooting, and report development, with the ability to work independently to diagnose and resolve issues.

This position is eligible for hybrid remote/in-office.

This is a temporary, full time position covering a maternity leave.

Role Responsibilities:

- **Develop and troubleshoot reports** using Power BI, SharePoint/Teams, Azure, ArcGIS, Excel, MS SQL, and proprietary vendor tools
- **Write and optimize SQL queries** to support integrations and system functionality.
- **Implement, secure, and upgrade** third party and in house applications as needed.
- **Develop, manage, and troubleshoot system integrations** using SQL Server, FME Server, APIs, and other tools
- **Support cloud-based and third-party systems migrations**
- **Develop line of business applications** using tools that include SharePoint automation, .NET, Azure, and others
- **Investigate and resolve application errors** by identifying root causes and implementing solutions.
- **Manage user accounts, security, and system access**, including role assignments and permissions.
- **Provide technical support and system administration** for Engineering/Development/Fire/Utilities applications.
- **Technical Documentation and diagramming** of systems, data flows, and integrations
- **Configure and enhance system functionality** for Engineering/Development/Fire/Utilities applications
- **Perform database administration tasks**, including backups, data refreshes, and performance tuning.
- **Monitor and maintain applications servers** that support the applications
- **Support handheld device applications**, including meter readers, tablets, and mobile phones
- **Work closely with vendors and stakeholders** to meet business and operational needs.
- **Research and implement emerging technologies** including AI, automation, and machine learning.

Minimum Required Education:

- Bachelor's degree from a recognized, reputable post-secondary institution in an IT Systems-related discipline.

Minimum Required Experience:

- 5+ years of experience in an IT department as a systems analyst
- 3+ years of MS SQL database programming experience
- 3+ years systems integration development and troubleshooting experience
- 3+ years of application support experience
- 3+ years of experience working with Windows Server and Azure environments

Other Requirements:

- Must be a Canadian citizen or a permanent resident.
- The successful applicant must be able to pass and maintain a clear Police Information Check.

Desired Skills and Experience:

- **Expertise in SQL Server administration**
- Strong **SQL Server programming** skills, including the ability to **write and optimize queries**, troubleshoot integrations, and manage databases.
- Experience developing workflows using tools such as **FME Server, and MS Power Automate**
- **Experience with utilities department applications and integrations**
- **Experience with advanced scheduling tools**
- **Experience with AI, automation, and machine learning**
- **Systems Analyst experience in a municipal setting**
- **Microsoft Windows Server administration experience**
- **Microsoft SharePoint development and automation experience**
- **Microsoft Azure experience**
- **Product Lifecycle and Product technical ownership experience**
- **Expertise designing, developing, and maintaining application integrations**
- **Ability to independently troubleshoot and resolve system issues**
- **Strong analytical and problem-solving skills**
- **Effective communication skills**
- **Ability to manage multiple priorities and work under minimal supervision**
- Proficiency in **enterprise system upgrades and deployments**
- Hands-on experience in **application design and report-building tools** such as Power BI, SharePoint/Teams, ArcGIS, Excel, and MS SQL
- The ability to **troubleshoot system errors**, investigate root causes, and resolve issues **without relying solely on external support**.
- Experience in **user account and security management**, including role-based access control and application hardening
- Familiarity with **server administration tasks**.
- Experience with third-party systems integrations and support.

This role requires a **technically adept candidate** who can independently diagnose issues, troubleshoot data issues, manage system integrations, and develop and optimize enterprise application functionality. If you have the necessary technical expertise and a proactive problem-solving mindset, we encourage you to apply!

Apply online with your resume and cover letter in one document at www.newwestcity.ca/employment by November 12, 2025.

Join a team of enthusiastic and innovative employees, and help us build a vibrant, compassionate, resilient city where everyone can thrive.

We offer our employees great work-life balance, competitive salaries, comprehensive health, benefit and retirement plans (a percentage in lieu of benefits for auxiliary positions), education and training opportunities and challenging and rewarding work.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.

We are learning and building relationships with the people whose lands we are on.

We thank all applicants for their interest and advise that only those selected for an interview will be contacted.

This position is only open to those legally entitled to work in Canada.