

# BUILD A CITY. BUILD A FUTURE.



## **JUNIOR BUSINESS SYSTEMS ANALYST** (FUNCTIONAL APPLICATION ANALYST 1) PROJECT (2 YEARS)

### **EMPLOYMENT STATUS**

Union - CUPE Local 402 – Project (2 Years)

### **SCOPE**

The Business Improvement Team is looking for a Junior Business Systems Analyst (Functional Application Analyst 1) to join the team to support the Land Development processes. The incumbent will work as part of the team to provide guidance, support and training of the city's Land Management System (AMANDA). 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.

### **RESPONSIBILITIES**

- Participates in ongoing business operations and completes work assignments, as delegated.
- 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.
- Provides ongoing support and training to all end users, including management staff, through training programs, one on one consultation, systems, or procedural advice etc.
- 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.
- Work closely with departmental stakeholders to develop strong working relationships and to effectively articulate and advocate on their behalf.
- Has frequent contact with IT for all system issues raised by business users and manages their resolution.
- Maximizes integration between end user groups by analyzing business processes and recommending improvements where appropriate.
- Leads report development (Ad Hoc Reporting with SQL, Crystal Reports, Power BI) based on end user needs, both staff and management.
- Other job-related duties as assigned

### **QUALIFICATIONS**

- Bachelor's degree in an acceptable related discipline from a recognized post-secondary institution, plus 2 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 4 years of directly related and relevant experience, preferably in a municipal setting; OR
- Technical courses in the field plus 6 years of directly related and relevant experience, preferably in a municipal setting.

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## KNOWLEDGE SKILLS AND ABILITIES

- A strong dedication to serving clients and ability to work closely with end users.
- Thinks logically and analytically in a problem-solving environment.
- Effectively communicates both orally and in writing, including complex technical information.
- Ability to work in a strategic and proactive manner to perform under pressure and meet deadlines established according to corporate priorities.
- Demonstrates self motivation, ability to work independently and efficiently and strong service orientation.
- Considerable business knowledge of functional area of expertise.
- Knowledge of AMANDA (or other Municipal Land Management Systems) and business processes are considered assets.
- Knowledge or experience with data analytics and tools (Power BI/SQL) are considered assets.

## OTHER INFORMATION

- Pay Grade: 25
- Hourly Rate: \$43.77 (2024 Rates)
- Hours Per Week: 35

Pay Steps	Hourly Rates
Step 1	\$43.77
Step 2 (6 months)	\$45.61
Step 3 (18 months)	\$47.52
Step 4 (30 months)	\$49.52