
Systems Analyst/Programmer (HR/Payroll/Finance)

DEPARTMENT:	IT Services	STATUS:	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 MS SQL Server, application integrations, reporting tools, and enterprise application support on premise and in cloud. This role will focus on supporting HR, Payroll, and Finance systems, including but not limited to Oracle JD Edwards EnterpriseOne, UKG Workforce Central, Vertex, and Taleo – as well as the integrations between these systems and others. The ideal candidate must possess hands-on technical proficiency in system integrations, troubleshooting, and report development, with the ability to work independently to diagnose and resolve issues.

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

Role Responsibilities

- **Develop and troubleshoot reports and applications** using JDE Design Tools, BI Publisher, Crystal Reports, and SSRS.
- **Develop and optimize SQL queries, SSIS packages, and other ETL work** to support integrations and system functionality.
- **Support deployment, packaging, and upgrading of JDE ESUs and Vertex updates**
- **Manage and troubleshoot system integrations** using SQL Server and other tools.
- **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 technical system administration** for HR/Payroll/Finance applications.
- **Configure and enhance system functionality** (e.g., payroll rules, workflows, and custom applications).
- **Perform database administration tasks**, including backups, data refreshes, and performance tuning.
- **Monitor and maintain application and database systems**, including resource monitoring, tuning, and periodic maintenance.
- **Provide support for both on premise and cloud-based systems** as needed
- **Work closely with vendors and stakeholders** to meet business and operational needs.
- **Research and implement** new tools, systems, and automations, including AI and automations

Desired Skills

- **SQL Server administration and development**
- **Systems integrations design, development, and support**
- **Oracle JDE EnterpriseOne technical administration**
- **UKG Workforce Central technical and pay rule administration**
- **Microsoft Server administration**
- **Oracle Taleo technical administration**

- **Ability to assess and implement cloud based SaaS and IaaS platforms** in Azure and other cloud platforms as required
- **Ability to independently troubleshoot and resolve system issues.**
- **Strong analytical and problem-solving skills** to assess and improve systems processes.
- **Effective communication skills** to translate technical issues into non-technical language for stakeholders.
- **Ability to manage multiple priorities** and work under minimal supervision.

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 supporting enterprise systems in a technical systems analyst role
- 3+ years of hands on SQL programming, administration, and development experience
- 3+ years of hands on systems integration design, development, programming, and troubleshooting
- 3+ years of experience providing technical support for JD Edwards EnterpriseOne or similar ERP

Preferred experience

- Strong **SQL Server** skills, including the ability to **write and optimize queries**, troubleshoot integrations, and manage application databases.
- Experience with **enterprise system upgrades and deployments**, including JD Edwards **ESU packaging and deployment**.
- Hands-on experience in **application design and report-building tools** (e.g., BI Publisher, Crystal Reports, SSRS, SSIS, and JDE Design Tools).
- The ability to **troubleshoot system errors**, investigate root causes, and resolve issues **without relying solely on external support**.
- Understanding of **tax calculation processes** within HR/Payroll systems and the ability to diagnose related issues.
- Experience in **user account and security management**, including role-based access control, printer assignments, and server configurations.
- Familiarity with **server administration tasks**, including **WebLogic configuration** and system monitoring.
- Knowledge of integrating with third-party systems such as **UKG Kronos** and **Momentus Cloud migration**.
- Experience with a Canadian payroll system in a technical/systems analyst-related position.

Other Requirements

- Must pass a Police Information Check.

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

***Occasional overtime and after hours work for patching and upgrades may be necessary.**

Apply online with your resume and cover letter in one document at www.newwestcity.ca/employment by December 17, 2025.

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.*