

# Clarington

## We're looking for a Temporary Solutions Analyst (up to 24 months) to join Clarington's Finance and Technology team!

### Why Clarington?

Clarington is a community full of possibilities.

As one of the fastest-growing municipalities in Durham Region, Clarington is home to over 107,000 residents across four urban centres and 14 hamlets. With our population expected to double by 2051, Clarington offers a perfect blend of urban living and small-town charm. We're known for our thriving energy and agricultural sectors, vibrant historic downtowns, and exceptional quality of life.

Our team thrives in a collaborative environment that promotes work-life balance and meaningful community impact. We value accountability, integrity, and respect, and we are deeply committed to fostering equity, inclusion, and diversity in the workplace. Together, we're building a stronger Clarington — for today and for future generations.

The future is bright – and working with the Municipality of Clarington means you can help shape it. How will you make your mark?

### About the Role

**Vacancy Status:** This posting is for a newly created position.

Reporting to the Business Development Supervisor, the successful candidate will be responsible for providing technical and functional support for a new Microsoft Dynamics 365-based Customer Relationship Management (CRM) platform. This role will work closely with the implementation vendor and all project stakeholders to ensure the solution is effectively configured, supported, and continuously improved to meet organizational and community needs. The position has a primary and sustained focus on Dynamics 365 CRM, with secondary support for related Microsoft 365 and Power Platform solutions as required.

### Key Responsibilities

- Serve as the primary technical and functional analyst for the Microsoft Dynamics 365 CRM platform, including configuration, customization, and ongoing support.
- Work closely with business units and the IT Business Analyst to understand service delivery needs and translate requirements into effective CRM solutions.
- Liaise with external vendors to ensure fulfillment of their development and support requirements.
- Configure and maintain Dynamics 365 entities, forms, views, workflows, business rules, and security roles.
- Support integrations between Dynamics 365 and other enterprise systems such as Microsoft 365 applications, AMANDA, Vailtech, ArcGIS, and Great Plains.
- Provide system administration, troubleshooting, and tier-2 level support for CRM-related issues.

- Collaborate with internal teams and external vendors on CRM enhancements, upgrades, and new functionality.
- Participate in solution design, testing, deployment, and documentation creation, following established IT and project governance practices.
- Develop and maintain system documentation, user guides, and training materials.
- Ensure CRM solutions align with organizational standards, data governance, privacy, and security requirements.
- Contribute to continuous improvement initiatives and advocate for user-centered, accessible, and efficient digital solutions.
- Perform advanced troubleshooting, focusing on continuous availability and performance.
- Assist with security and permissions management for Dynamics 365 CRM.
- Maintain system integrity and user security setup, as well as provide programming and change control support for Dynamics 365 CRM.
- Assist with training on the Dynamics 365 CRM system, and other related connections.
- Continually seek opportunities for improving efficiencies in supported systems.
- Perform other duties as assigned, including those specific to the department.

## What you bring

- College diploma/University degree in Information Technology, Computer Science, or related field, or possess the equivalent education and experience to the satisfaction of the Chief Information Officer of the Information Technology Division.
- A minimum of three (3) years of demonstrated Information Technology-related experience supporting enterprise applications, preferably in a municipal environment.
- Demonstrated hands-on experience with Microsoft Dynamics 365 would be considered an asset.
- Working knowledge of the Microsoft 365 ecosystem and Microsoft Power Platform.
- Experience gathering requirements, analyzing business processes, and translating them into technical solutions.
- Familiarity with system integration concepts, data structures, and basic SQL or reporting is considered an asset.
- Experience with Microsoft networks, operating systems, and Active Directory.
- Experience developing workflows is considered an asset (i.e. Power Platform, SharePoint, Powershell).
- Ability to conduct independent research to solve problems and implement innovative solutions.
- Advocate of design thinking and human-centered design.
- Demonstrated excellence in communication skills, both written and verbal.
- Ability to work independently and within a cross-functional team environment, prioritize work assignments, and manage tasks within strict timelines.
- Must be legally entitled to work in Canada.

## What we offer

- Salary: \$82,663 to \$94,949 – Code 12 of the 2026 Inside Collective Agreement.
- A pension program to support long-term financial security.
- This position is currently eligible for a flexible work arrangement option. Further details on this program will be discussed through the selection process.

- Hours of work: 35 hours per week

## Additional Information

A satisfactory criminal record check and proof of qualifications will be required for the successful candidate.

Pre-employment testing may consist of written and oral assessments. To be considered successful, candidates must achieve a minimum score of 60% on each test. The highest score attained across the assessments will be used in the final award decision.

## How to Apply

Applications will be accepted until **March 20, 2026, at 11:59pm**.

To learn more about employment with the Municipality of Clarington and to apply for this exciting and challenging opportunity, visit: [www.clarington.net/careers](http://www.clarington.net/careers).

We thank all applicants for their interest. Only those selected for further consideration will be contacted.

## Our Commitment to Equity

The Municipality of Clarington is a progressive and inclusive employer committed to equity, diversity, and creating a respectful and barrier-free workplace.

Accommodations are available throughout the recruitment process in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*. To request support or accessible formats, please contact the Human Resources Division at [careers@clarington.net](mailto:careers@clarington.net).

## Privacy

Applicant information is collected under the authority of Section 11 of the *Municipal Act, 2001* for the purpose of evaluating the applicant. Questions about this collection can be directed to Human Resources at [careers@clarington.net](mailto:careers@clarington.net).