

Business Systems Analyst III - Term (18 Months)

Position ID: J0526-0190

Job Title: Business Systems Analyst III - Term (18 Months)

Job Type: Term Full Time

Department: Information Technology

Number Of Positions: 1

Min Salary: \$46.81/Hour

Max Salary: \$58.51/Hour

As one of the fastest growing cities in Alberta, the City of Airdrie is a recognized leader in building a vibrant and sustainable community through innovation.

At the City of Airdrie, incredible opportunities happen every day in a flexible work environment that is tailored to each department. Our inclusive culture and values create a workplace where we welcome aspiring, driven and creative individuals to help us accomplish our business and community goals. We are supportive of one another, and we have fun while we serve our community. We are passionate about improving the lives of our residents through care and respect; that is the foundation of our organization. At the City of Airdrie, we learn, grow and accomplish great things together. We're proud to foster a workplace culture built on dedication, teamwork, and genuine care. Our commitment to creating a positive environment is reflected in our employee feedback from the 2025 Employee Engagement Survey, with 92.8% of employees saying they enjoy their work, and 92.6% feeling equipped with the resources they need to stay safe on the job.

If you have a passion for building a better community and are ready to join the excitement, we'd love to hear from you!

The Opportunity:

As part of the Business Systems Services Team, the Business Systems Analyst III (BSA III) will be responsible for supporting, maintaining, and enhancing multiple business systems and applicable integrations. The BSA is responsible for maintaining stable and secure application platforms while providing expertise on the systems to ensure streamlined processes and effective leveraging of technology solutions. In this role, the BSA III builds strong relationships with application owners and user groups, supports the prioritization of upgrades and enhancements, and facilitates regular meetings to present current state, roadmaps, and workplan priorities.

The Business Systems Analyst III will be responsible for core, mission critical business systems and supporting systems as necessary. Managing systems changes and enhancement end-to-end—ensuring

documentation is complete, communication is effective, risks are mitigated, and end-user training is delivered. The BSA III will collaborate with other Information Technology teams to implement, upgrade, or onboard new systems, functionality, or use cases as part of cross functional teams led by IT Project Management. Additionally, this role liaises with software providers and vendors for escalations and records incidents, service requests, and change requests within the City's IT Service Management tool.

Responsibilities include:

- Build strong client relationships to understand business needs and how to leverage technology to meet those needs
- Troubleshoot application and system issues, resolve incidents, and support end users in a timely manner.
- Manage the data within a system by performing data imports/exports, understanding system integrations, completing basic data validation, and supporting reporting requirements.
- Manage all changes to the application, its configuration and the associated business rules and workflows
- Consult with application owners and user groups to identify and prioritize future application upgrades and enhancements
- Host quarterly steering committee meetings and monthly operational meetings to present current state of application, enhancement roadmaps and prioritization of workloads
- Document and complete business system information risk assessments (BSA) on existing and new applications/solutions through collaboration with stakeholders
- Collaborate with the City's governing bodies to ensure the applications meet information governance and privacy requirements
- For all application changes and enhancements, ensure documentation is complete, effective communication is followed, risks are mitigated and end-user training is delivered
- Analyze and document current state and future state needs, delivering presentations to leadership teams.
- Liaise with software providers and vendors regarding any application issues that require escalation
- Query application databases to provide the business with accurate data to assist in decision making
- Record all application incidents, service requests, change requests and all related documentation including notes and resolutions within the City's ITSM

You Bring:

- Bachelor's degree or diploma in Information Technology or a related field.
- 5 to 7 years of experience in the following:

- Administering Enterprise Business Systems
- Supporting database integrated Business Systems
- Managing application enhancements through a project lifecycle
- 2–4 years of experience administering and supporting Microsoft Dynamics GP (Great Plains) or comparable on-premises ERP financial systems
- Any of the following would be considered an asset:
 - ITIL v4+ or similar
 - Change Management certification
 - Business Analysis certification
 - Project Management certification
- Proven experience troubleshooting application and system issues, resolving incidents, and supporting end users in a production environment
- Experience maintaining and supporting Dynamics GP environments, including user security, role-based access, and system configuration.
- Experience in the implementation, configuration, and ongoing administration of Customer Relationship Management (CRM) solutions is an asset.
- Experience in a public sector or municipal environment, including fund accounting and regulatory controls, is considered an asset.
- Ability to analyze and resolve data and integration-related issues across systems
- Experience delivering user support, training, or guidance to non-technical staff.
- Experience supporting system upgrades, patches, and enhancements, including testing (UAT) and deployment support
- Familiarity with incident, problem, and change management processes.
- Understanding of system integrations between financial systems and upstream/downstream applications (e.g., payroll, asset management, permitting systems)
- Experience working with data imports/exports, integrations, basic data validation, and supporting reporting requirements.
- Experience with workflow automation or service platforms is considered an asset.
- Passion for technology, people and process
- Strong analytical and troubleshooting skills
- Ability to lead a conversation and host an effective meeting
- Strong verbal and written presentation skills
- Coach and mentor other team members
- Must be a self-starter with the ability to work independently and in a collaborative team environment
- Ability to establish effective, collaborative working relationships and an ability to build trust with staff across all levels of the organization



- Ability to adapt well in an ever-changing environment
- Ability to see the big picture and broader implications of issues/solutions

We Offer:

Along with a competitive compensation program and City paid health and dental premiums, our employees also enjoy:

- Excellent health, dental, paramedical, and benefits plan
- Career development and tuition reimbursement
- Employee discounts, annual adult Genesis Place pass, social events, and health & wellness initiatives

Continuous learning through training and development is encouraged as are flexible work arrangements, when possible. We recognize that our people work best when they feel engaged in their environment and are appreciated for their efforts and our overall benefits package reflects that.

Additional Information:

The position is a full-time, temporary role for an 18-month term, with the potential for extension (37.5 hours per week). A comprehensive benefits package is offered.

*Please provide a cover letter along with your resume as a means of introducing yourself and your interest in this role.

Next Steps:

Candidates are invited to apply online. We only accept resumes and additional application documents through our online recruitment system. In-person applications, email or other online forms will not be considered.

If you require an accommodation during any part of the application or hiring process, please contact us at careers@airdrie.ca and we will work with you to meet your needs.

The City of Airdrie is committed to fostering a workplace culture where belonging, equity, accessibility, and diversity are deeply ingrained into all parts of the City, where employees feel they belong, are treated with respect, and where everyone can thrive and contribute to the City's success.

Postings close at 10:00 PM MT (Mountain Time) on the closing date listed in the posting. We recommend applying as soon as possible as we are not able to accept late applications.

Please review the job competition carefully and be sure to attach any specifically requested documentation in the My Documents section of your application.

Interviewing and hiring may commence prior to the posted closing date.

Thank you for your interest in the City of Airdrie.

