



Human Resources Data & Systems Analyst – Temporary Full Time

Department and Commission: People Services, Office of the Chief Administrative Officer

Affiliation: Non-Union

Vacancy Type: Replacement

Posting Date: June 30, 2026

Salary: \$ 83,137 to \$104,793/annually

About the City of Markham

The City of Markham is consistently ranked among Canada's top municipal employers. In 2026, the City received its sixth consecutive Canada's Best Employers recognition from Forbes and Statista Inc., placing third among municipalities and 15th overall in Government Services. An award-winning municipality, Markham is recognized for its leadership in sustainability, innovative urban planning, and strong fiscal management. Serving a diverse and growing community of more than 370,000 residents, Markham combines rich heritage with a vibrant local economy and offers employees the opportunity to contribute to meaningful, impactful work that helps strengthen the community we serve.

Join us and make a lasting difference!

Applications are now being accepted for the Temporary Full Time (2 year contract) position of **HR Data & Systems Analyst** in the People Services Department, in the Office of the Chief Administrative Officer. To apply, please submit your cover letter and resume online at www.markham.ca/careers

Job Summary

The HR Data & Systems Analyst manages and reports People Services (PS) data using HRIS and other systems, ensuring data integrity through regular audits, analysis, and systematized reviews. As the HRIS Subject Matter Expert, the position supports system upgrades, data uploads, and technical troubleshooting while liaising with internal teams and external vendors to resolve issues and improve processes. The role also oversees time off administration and maintains all documentation and training materials related to PS data management and HRIS utilization and functions.

Key Duties and Responsibilities

Data Management & Reporting

- Creates and maintains standardized, customized, and ad-hoc reports using the HRIS and other systems, applying functional report design expertise in report development; includes the coordination and preparation of cyclical -(e.g. semi-annual and annual) HR metrics reports for business planning.
- Responds in a timely manner to requests from team members and other departments for People Services data / reports by extracting data from HRIS and other various sources where PS data is retained.
- Collects, monitors and analyzes the HRIS data for PS and prepares and presents PS reports; conducts ongoing systematized reviews to ensure data integrity.
- Supports and/or maintains PS data tracking and management, including changes, updates and processing (e.g. salary grids, economic increases, benefit rates/invoicing, PS team metrics, other City department group metrics, etc.).
- Identifies opportunities for strategic and operational improvements in HRIS data management.

HRIS Subject Matter Expert and Support and Vendor Liaison

- Acts as the Subject Matter Expert (SME) on the HRIS for the PS team and ensures the ongoing integrity of the system and the PS data – expert knowledge on what and where all PS data resides including the data fields/tables used, the linkages, limitations/anomalies with indepth understanding of all PS data workflows and processes.
- Leads and supports the PS team on all HRIS change requests, system issues, system upgrades and enhancements, data feeds and data uploads-with a focus on streamlining operational processes and improving efficiencies.
- Maintains all core HR tables and leads any mass data / change uploads for PS.
- Acts as first point of contact for staff and PS team members, providing technical support and working with staff to identify and resolve HRIS related issues that may arise.
- Participate as a member of the HRIS SME Committee addressing system issues and recommending best solutions for change requirements in consultation with members of the SME team; works collaboratively for solutions that optimizes the capabilities of the system which include system testing and rollout of any changes impacting management or employees.
- Leads the maintenance of all HRIS modules pertaining to the PS department acting as the first point of contract with HRIS vendor for day-to-day technical support.
- Provides timely updates to team members on HRIS changes, updates and resolution on issues.
- Maintains a strong relationship with the HRIS vendor to ensure system issues are addressed and resolved to the City's satisfaction in a timely manner and if required, escalates to the Manager.

- Works with the HRIS vendor and various departments to improve current processes, develop new solutions and support new City initiatives.

Time Off Administration

- Maintains the corporate attendance management/HRIS time off module for all staff including all calculations, system updates and monitoring, validation, change requirements and reporting.
- Assigns time off banks for all employees in EPIC (eligible vacation days, sick days, etc.) as required.
- Leads the annual review and update of employee time off banks

Compensation and Benefits Administration Support

- As a member of the Compensation and Benefits team, works with HR Administrators to ensure accuracy of all data entered into the City's HRIS system; provides guidance and day-to-day support allowing Administrators to carry out their duties in the most efficient and effective way.
- Audits entered data - to ensure accuracy and addresses with appropriate Administrator as required.

HRIS Support and Training

- Develops and supports the maintenance of training materials, job aids, reference/user guides and other related documentation.
- Documents and maintains all data management workflows, processes and HRIS set up and structure
- Provides guidance and HRIS training to HR practitioners as needed.
- Provides ad hoc support to employee/performance supervisors in resolving HRIS issues, investigating and facilitating resolutions as required.
- Maintains and updates issues log; follows up with HIRS vendor on outstanding issues and communicates updates and resolutions to impacted staff as required,

Qualifications

- Minimum of 3 years experience in HRIS administration.
- College diploma in computer science, business or related field Experience
- Designation as a Certified Human Resources Professional (CHRP) would be an asset
- integrating HRIS and/or migrating from an existing system to a new one.
- Minimum 3 years experience in business process analysis to understand, analyze, and solve technical system issues.
- Experience with application programming, file import/export and transfer utilities is required.
- Advanced Excel proficiency

- Requires a well-developed understanding of HR business processes and their relationship with HRIS software and functionality
- Requires expertise in the development and implementation of HRIS technological solutions in support of HR data management and reporting requirements
- Requires experience analyzing business needs and identifying gaps (e.g., configuration, testing, troubleshooting, user security / access, and user training)
- Experience with ADP WFN or similar HRIS/Payroll systems .
- Able to work well under pressure and meet set deadlines.
- Able to work in an environment where there are continually changing priorities requiring re-prioritization of work.
- Excellent attention to detail.

Core Behaviours

- **Service Excellence:** Meets or exceeds service standards when interacting with customers in the community and in the organization.
- **Change & Innovation:** Responds positively and professionally to change and helps others through change.
- **Teamwork & Relationship Building:** Interacts with others in an inclusive, collaborative and respectful way that creates effective working relationships.
- **Communication:** Communicates in a clear, professional and respectful way; demonstrates active listening.
- **Accountable & Results Oriented:** Demonstrates ethical behaviour and accountability, aligns with City values, and abides by relevant policies and legislation.
- **Management & Leadership:** Demonstrates self-management, professionalism and engagement; leads by example.

Core Values

At the City of Markham, our work is guided by a shared set of core values that shape how we serve our community and support one another.

- **Service Excellence:** the consistent delivery of high-quality efficient and customer-centric service that exceeds expectations.
- **Accountability:** our obligation to be responsible and accountable for our actions, decisions and performance.
- **People-Focused:** putting people first.
- **Trust:** the confidence we place in each other to act with integrity and fairness.
- **Innovation:** Investing in each other and the way we deliver our programs and services.

We are looking for candidates who bring these values to life through their actions, decisions, and leadership approach.

Working Conditions

This position requires regular on-site attendance at the designated work location five (5) days per week.

Conditions of Employment

Satisfactory completion of a Criminal Record and Judicial Matters Check, in a form acceptable to and approved by the City.

AI Disclosure

At the City of Markham, we value transparency and fairness in recruitment. While our system (ADP Workforce Now) includes AI-powered features, we do not use AI to screen, assess, or select applicants. All evaluations are conducted by people.

The City of Markham is committed to inclusive, accessible and barrier free employment practices and to creating a workplace that reflects and supports the diversity of the community we serve. Please let us know if you require accommodation and we will work with you to ensure a barrier free hiring process.

Please respect our scent free area by not wearing scented products when visiting the office.