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- **Job ID #31774: Supervisor, Business Applications (Enterprise Asset Management)**
- **Union:** Non-Union
- **Job Description ID #:** 1490
- **Close date:** Interested applicants please submit your application online at www.hamilton.ca/city-council/jobs-city by 4:00 p.m. on **October 7, 2026**.
- **Vacancy type:** New Vacancy
- **Internal applicants should apply with your work e-mail address.** External applicants are considered only after the internal posting process has been completed. Only applicants chosen for an interview will be contacted.

SUMMARY OF DUTIES

Reporting to the Manager of Business Applications, the Supervisor, Business Applications (Enterprise Asset Management), facilitates the effective use of corporate resources including business applications, technologies, databases, processes and employees to meet the strategic and operational business needs of clients. The Supervisor ensures the accurate definition of application requirements including business, functional and technical specifications and designs. The Supervisor oversees the sustainment of the city's Enterprise Asset Management solution. The Supervisor oversees the development and documentation of processes and procedures for maintenance and support of the Enterprise Asset Management solution.

GENERAL DUTIES

- Provide direction and leadership to a team of technology professionals who support the Enterprise Asset Management product suite.
- Oversees the development of roadmaps for the Enterprise Asset Management solution suite in alignment with the product vendor and the Product Support Specialists that support the Enterprise Asset Management product suite. Lead Information Technology initiatives that may span City of Hamilton departments and impacts multiple technical environments. This requires advanced knowledge and insight in multiple municipal,

business, and/or technology areas. The Supervisor may be assigned to one or more projects as a steering committee member, project team member and/or a project lead

- Manages the performance of staff and external consultants supporting the Enterprise Asset Management solution including daily operational supervision, resource scheduling, skills development and disciplinary actions.
- Develops work plans for a variety of related assignments or projects which includes identifying tasks to be completed, assigning staff resources, and coordinating the delivery of outputs.
- Evaluates staff performance through the City's Performance Accountability and Development process. identifies opportunities for performance improvement and recommends appropriate methods for realization thereof (training, mentoring).
- Responsible for the recruitment of prospective candidates; prepares and administers assessment tools to evaluate candidate suitability.
- Understands functional business requirements and identifies how client needs can be met through technology. Champions initiatives through the implementation of sustainable and forward-thinking solutions.
- Assists in the development of sectional and divisional goals that align with the goals of the department, corporation and council.
- Ensures resolution to complex technical problems related to the operation and performance of business applications and recommends any necessary enhancements to the application.
- Provides guidance to support the design, development and execution of system test plans, implementation plans and post-implementation reviews in collaboration with the other Information Technology sections.
- Manages and prioritizes outstanding issues and supports staff in the development of resolution plans. Ensures appropriate information is communicated to clients.
- Works collaboratively with multi-disciplinary teams and external partners to develop overall designs for application development, maintenance and implementation projects.
- Manages resources to ensure the successful delivery of new projects, application upgrades, system enhancements and post implementation support.
- Leads and/or collaborates in the planning, scheduling and purchasing technology, prepares Requests for Proposals and evaluates bids for purchasing additional software and services with IT Management Team and business owners.
- Researches, compiles and synthesizes information with regard to technology processes or applications.
- Contributes to, and assists the Manager in, the preparation of annual training plans and budget plans and recommends future budget appropriations.
- Will be required to provide support to staff performing after hours on-call duties.
- May be assigned to an initiative or project requiring the individual to take direction from other IT Managers.
- Responsible for researching and recognizing opportunities for continuous improvement and business process re-engineering with respect to the strategies and technologies that directly relate to the management and delivery of information services.
- Creates reports to various Committees and Council.

- Delivers presentations to a variety of audiences including the city's Senior Leadership Team.
- Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies or procedures.
- Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety
- Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. University Degree or College Diploma in Computer Science, Information Systems or related discipline or an equivalent combination of education and relevant business experience.
2. Extensive progressive experience in the implementation and sustainment of enterprise technology solutions with a focus on Enterprise Asset Management.
3. Seven to 10 years progressive experience in systems analysis, application design and development
4. Five or more years experience leading teams of developers and support staff..
5. Strong knowledge of system development lifecycles and supporting practices.
6. Understanding of relational databases and maintenance management system software - Hexagon, INFOR EAM, IPS Hansen, ESRI Product Suite, CityWorks, Oracle Spatial, SQL Server, Automated Vehicle Location Systems, SQL (Structured Query Language), Azure, AWS, Crystal Reports, Crystal Enterprise, and MS Office Suite.
7. Working knowledge of the translation of functional and technical specifications into program code and logic.
8. Experience creating and executing unit test plans/scripts.
9. Knowledge of fundamental ITIL standards
10. Proven analytical and problem-solving abilities to resolve complex business and technology issues.
11. Exemplary communication skills.
12. Must be able to convey abstract thoughts and ideas to a diverse audience.
13. Ability to make sound and logical judgments.
14. Strong interpersonal, written, and oral communication skills.

NOTE 1:

As a condition of employment, the successful applicant(s) will be required to achieve a satisfactory Criminal Record and Judicial Matters Check (CRJMC).

NOTE 2:

As a condition of employment, the successful applicant(s) will be required to undergo a Social Media Background Check which will be conducted by Human Resources. This report must meet the employer's satisfaction to proceed with employment.

Disclaimer:

Be advised that Human Resources frequently audits resumes of internal/external applicants to ensure/validate information provided is consistent and trustworthy. Falsification of information provided at any time throughout the recruitment process may be grounds for disqualification, and for internal applicants, subject to discipline up to and including termination.

Terms:

The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.

Location

Hamilton, Ontario (Hybrid)

Department

Corporate Services

Employment Type

Permanent, Full-Time

Minimum Experience

Manager/Supervisor

Compensation

\$112,492.38 - \$140,615.02

Internal Job Code

1490