



Contribute to the City of Hamilton, one of Canada's largest cities - home to a diverse and strong economy, an active and inclusive community, a robust cultural and dining scene, hundreds of kilometers of hiking trails and natural beauty just minutes from the downtown core, and so much more. Join our diverse team of talented and ambitious staff who embody our values of sensational service, courageous change, steadfast integrity, collective ownership and being engaged empowered employees. Help us achieve our vision of being the best place to raise a child and age successfully. #BeTheReason

- **Job ID #31479: Application Support Specialist - EAM - REPOST**
- **Union:** Non-Union
- **Job Description ID #:** 7795
- **Close date:** Interested applicants please submit your application online at www.hamilton.ca/city-council/jobs-city by **4:00 p.m. on October 21st, 2026.**
- **Vacancy type:** This posting is for an existing 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 Supervisor, Business Applications – Enterprise Asset Management (EAM), the Application Support Specialist – EAM is responsible for the technical configuration, customization, integration support, reporting, and sustainment of the City's Hexagon (HxGN) EAM platform. This role provides technical expertise across system administration, performance optimization, troubleshooting, reporting, and development of EAM flexes, extensions, or integrations.

Working as a technical member of an Agile/Scrum delivery team, the Application Support Specialist participates in sprint activities, estimates development effort, and delivers technical work items—such as configuration changes, data updates, integrations, GIS support, or reports to meet defined acceptance criteria.

Candidates may be hired into one of three specialization streams:

1. **GIS / OpenCAD Specialist**
2. **Generalist EAM Application Specialist**
3. **Integration Specialist (DBPro/Python/.NET/API/ETL)**

These roles will support both the Production Support and Enhancements Scrum Teams. Individuals may be assigned to one of two EAM Scrum Teams:

1. **Production Support Team** – sustainment, defects, patches, operational fixes, reporting.
2. **Enhancement & Configuration Team** – new features, integrations, flex development, configuration, reporting enhancements.

This position has regular access to confidential HR and Finance data.

GENERAL DUTIES

- Participates in Agile ceremonies (stand-ups, planning, refinement, reviews, retrospectives) as a technical contributor.
- Provides accurate effort estimates and delivers development and configuration tasks within sprint commitment.
- Configures and supports Hexagon EAM components including flexes, workflows, screens, extensions, and security.
- Troubleshoots application issues, supports performance tuning, and resolves defects in collaboration with IT and vendors.
- Executes controlled data imports, exports, and updates in support of operations, enhancements, and reporting.
- Supports integrations between Hexagon EAM and enterprise systems such as ERP, GIS, CRM, SCADA, etc.
- Troubleshoots data flow issues and validates integration outcomes in partnership with Integration Specialists and Solution Architects.
- Develops and maintains EAM operational and analytical reports for divisions including Public Works, Transit, Waste Management, Water/Wastewater, and Transportation.
- Uses EAM-native reporting tools, SQL, SSRS, or Power BI to support divisional reporting needs.
- Ensures reporting outputs align with business rules and Corporate Asset Management standards.
- Designs, develops, tests, and deploys EAM enhancements, flexes, scripts, configuration changes, and integrations.
- Reviews vendor release notes and evaluates impacts on configuration, reporting, and integrations.
- Designs and executes system-level testing.
- Supports User Acceptance Testing by preparing technical test cases and assisting business testers.
- Ensures solutions meet technical standards, acceptance criteria, and governance rules.
- Develops and maintains technical documentation, configuration records, integration mappings, and technical standards.
- Works within ITIL-aligned processes for incident, problem, and change management.
- Works with Solution Architects, Enterprise Architects, Integration Specialists, Product Support Specialists, Divisional leaders, and vendors.
- Supports cross-departmental initiatives and technical projects requiring EAM expertise.
- May be required to provide on-call support to users.

- 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 major responsibilities of the job.

Qualifications

1. Post-secondary education in Computer Science, Information Systems, GIS/Geomatics, Engineering Technology, or related discipline—or equivalent combination of education and progressive technical experience.
2. Minimum five years of technical experience supporting enterprise applications such as application administration, configuration, development, integration, or reporting.
3. Experience supporting or sustaining **Hexagon (HxGN) EAM** or another enterprise EAM/CMMS/ERP platform.
4. Strong analytical and problem-solving skills with experience troubleshooting complex application or data issues.
5. Experience working within **Agile/Scrum** delivery teams as a technical contributor.
6. Ability to translate business requirements into functional and technical specifications.
7. Strong understanding of **SQL** and relational databases (Oracle or SQL Server) and their use in EAM reporting, troubleshooting, or integrations.
8. Experience working with cross-application integrations involving systems such as ERP, GIS, CRM, or EDRMS.
9. Familiarity with **ITIL-aligned** incident, problem, and change management processes.
10. Strong documentation skills (technical specifications, test scripts, configuration notes, and support procedures).
11. Excellent communication and interpersonal skills; ability to collaborate across business and technical teams.
12. Ability to work independently or as part of a cross-functional Scrum team, balancing multiple priorities under tight deadlines.
13. High attention to detail and strong organizational skills in complex municipal or multi-departmental environments.

ADDITIONAL QUALIFICATIONS BASED ON SPECIALIZATION STREAMS:

GIS / OpenCAD SPECIALIST

1. Progressive experience with **Esri GIS technologies** (ArcGIS Pro, ArcGIS Online, ArcSDE) and spatial data environments.
2. Experience supporting GIS-to-EAM integration workflows and spatial asset data consumed by **Hexagon EAM**.
3. Strong knowledge of GIS methods, spatial analysis, coordinate systems, and geoprocessing.
4. Experience with scripting/automation tools such as **Python or FME** for spatial data updates or transformations.

5. Ability to perform QA/QC on spatial datasets used in asset management systems such as Hexagon EAM.
6. Experience supporting OpenCAD drawings, CAD/GIS conversions, or spatial infrastructure representations.
7. Knowledge of municipal GIS environments is an asset.

GENERALIST – EAM APPLICATION SPECIALIST

1. Extensive hands-on experience with **Hexagon EAM configuration**, including flexes, workflows, screens, and troubleshooting.
2. Experience developing EAM reports using SQL, SSRS, Power BI, or EAM-native tools.
3. Strong understanding of EAM functional domains (work management, PMs, asset hierarchies, stockrooms, mobile, GIS integration).
4. Experience supporting patches, upgrades, and system testing for Hexagon EAM.
5. Knowledge of interaction points between EAM and ERP, GIS, CRM, and EDRMS systems.

INTEGRATION SPECIALIST – DBPro / Python / .NET / ETL

1. Experience designing, developing, or supporting integrations involving **Hexagon EAM**.
2. Technical proficiency in:
3. C# / .NET Framework / .NET Core
4. Python (ETL and automation)
5. REST APIs, JSON, Swagger/OpenAPI
6. XML, XSLT, XSD
7. SQL (Oracle, SQL Server)
8. DBPro or similar deployment automation tools
9. Experience supporting integration workflows across ERP–EAM–GIS–CRM systems.
10. Ability to design scalable integration solutions aligned with enterprise architecture.
11. Familiarity with data modeling, transformation, and migration techniques.
12. Understanding of asset management concepts and their relevance to EAM integration flows.

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

Experienced

Compensation

\$95,757.48 - \$119,701.40