



Senior Business Systems Analyst – Enterprise Asset Management (EAM)

Regular Full Time

Requisition ID: 3239

Salary Range: \$ 102,565 to \$120,604 Annually

The City of Markham is proud to be recognized for the 3rd consecutive year as one of Canada's Best Employers, and ranked in the top three for Government Services by Forbes and Statista Inc. The City of Markham is a dynamic and change-oriented leader that stands out from other Canadian municipalities. The recipient of multiple environmental awards, we are recognized for our innovative sustainability and urban planning initiatives as much as for our fiscal accountability. More than 353,000 residents call Markham home and benefit from our rich heritage, culturally diverse environment, vibrant local economy and focus on quality of life.

Applications are now being accepted for the above position at the City of Markham in the ITS Department, Corporate Services Commission. To apply, please submit your cover letter and resume online at www.markham.ca/careers by **Nov 26, 2023**.

JOB DESCRIPTION

Reporting to the Manager, Applications, the Senior Business Systems Analyst, EAM ('Senior Analyst') plays a crucial role in bridging the gap between business needs and technology solutions that ensures that the City's assets, such as major infrastructure, facilities, equipment, and technology, are effectively utilized and managed to support business operations and outcomes.

As a Subject Matter Expert on Enterprise Asset Management systems with demonstrated knowledge of the complex relationships between the practice of asset management and business operations. This role will work to modernize and support our strategic Asset Management objectives established by a variety of City programs including our Corporate Asset Management program and other client department requirements, through the development of IT systems that integrate people, data and information, tools and processes.

As the Senior Analyst, you will be key in guiding us through the development and support of computer systems, that will support the planning and coordination of lifecycle activities to maintain City owned tangible assets. You will provide excellent client service, working closely with our business partners to understand the current state of an IT system and providing data-driven advice on how to expand or refine its operations to meet the needs of the Business unit, while protecting the integrity of our systems. In addition, you will analyze requirements from multiple business areas to determine the optimal Solution and/or configuration to meet all business needs.

Once the system is operational the Senior Analyst will be responsible for providing analysis, recommendations and support, to ensure optimum functionality and



configuration that supports user requirements. This role will act as a SME on the IT Systems assigned, and will guide the business in using the system to its full capacity.

KEY DUTIES & RESPONSIBILITIES

- **Project Leadership:** Lead IT related business improvement initiatives that advance the strategic priorities. Communicate and deliver the overall project delivery strategy using project management methodology. Continuously review project direction and progress to provide subject matter expertise, well developed reporting and communication to key stakeholders and senior management. Ability to foster engagement, debate, lead discussions and build consensus to achieve.
- **Demonstrated Competencies:** IT systems development and implementation; asset management concepts and practices, and business related analytics, automation and reporting. Actively supports, facilitates, participates and provides input to corporate committees, client departments, staff and industry networks, implementation teams and projects.
- **Requirements Gathering:** Collaborates with clients to understand their needs, elicit and document detailed requirements for IT systems and applications. Organizes and conducts interviews, workshops, and surveys to gather information.
- **Analysis and Documentation:** Analyzes gathered requirements and documentation. Creates functional and technical specifications, use cases, process flows, and other relevant documentation to serve as a foundation for development and implementation.
- **System Testing:** Develops and executes test plans to ensure that IT systems and applications meet specified requirements. Includes functional testing, integration testing, and user acceptance testing.
- **Relationship management and Communication:** Build and maintain relationships with internal/external clients, and core business stakeholders to promote and build well-developed service levels that drive business solutions. Acts as a liaison between clients and implementation teams. Translate business requirements into technical specifications that developers can work with. Leverages strong oral and written communication to ensure clear understanding between traditionally unrelated clients, groups and implementation teams.
- **Problem Solving:** Addresses issues and challenges that arise during the development and implementation of IT solutions. Identifies and proposes solutions to overcome obstacles and meet business objectives.
- **Compliance and Security:** Ensure that the IT systems and applications comply with industry regulations and City standards. Implements measures to protect data and systems.
- **Training and Support:** Develops content and provides training and support to end-users, ensuring effective utilization. Addresses user questions and issues.
- **Continuous Improvement:** Continuously updates current knowledge of legislative and industry changes, best practices and competencies, including self. Assesses and informs on potential influence and/or impact to relevant processes, practices and systems. Makes recommendations for improvements to existing systems or the adoption of new technologies to enhance business processes.



- Provide high quality customer service and commitment by developing collaborative and productive partnerships with key stakeholders both inside and outside the department that result in customer service satisfaction. Negotiate with vendors, internal stakeholders and consultants to ensure optimal resources are utilized to meet business deliverables.

MINIMUM REQUIREMENTS

- Degree in Civil or Mechanical Engineering or Computer Science, or an equivalent combination of education and work experience in a relevant field
- Minimum three (3) years related work experience. Municipal and/or Technical Systems Analysis experience is preferred
- Demonstrated experience implementing, managing, configuring and testing IT systems, including Enterprise Asset Management Software
- Hands on Systems experience with an Enterprise Asset Management Solution (Please list your experience in your covering letter). Preferably Lucy's EAM
- Project management experience or PMP certification would be an asset
- Experience with SDLC or Agile methodologies
- Advanced knowledge & experience with Microsoft Office, SharePoint and Project Management tools

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.

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 an accommodation and we will work with you to ensure a barrier free hiring process.

Should you require accommodation in accordance with the Human Rights policy with respect to your vaccine status, you will be required to disclose that at the time of conditional offer so that an accommodation can be developed prior to your start date.