

THE CORPORATION OF THE COUNTY OF WELLINGTON

Office of the CAO Department
Information Technology Division

Requires an

Application Analyst

The Application Analyst will implement and maintain Information Technology (IT) solutions for the County of Wellington across various departments. This position provides daily support for several assigned systems. The Application Analyst will contribute to process improvements, the development and maintenance of custom reports, and the delivery of end user support.

The minimum qualifications for this position include:

- Four year university degree in Computer Science or a related field.
- Minimum four years of experience or equivalent in an IT support or application development role.
- Knowledge of SQL and databases; reporting tools such as Crystal Reports or SQL Reporting Services; desktop and server operating systems are required.
- Experience supporting Finance and Public Works departments would be considered an asset.
- Knowledge of systems, such as JD Edwards, ArcGIS, SharePoint, CityView, Kronos and InfoHR; programming languages such as C# and SQL would be considered an asset.
- A valid driver's licence (minimum G2 Class) and access to a reliable vehicle.
- All new or rehired employees must provide proof of full vaccination against COVID-19 and agreement of the County of Wellington vaccination requirement, prior to commencing employment.

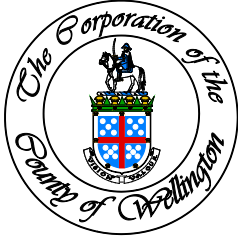
This position offers a comprehensive benefit package and a salary range of: \$76,543.00 - \$89,544.00 (2022 Non-Union Compensation Grid), based on a 35 hour work week.

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #005-22 by Friday, January 21 at 4:00 pm.**

ATTENTION: HR DEPARTMENT, County of Wellington Administration Centre, 74 Woolwich Street, Guelph ON N1H 3T9. E: careers@wellington.ca or F: 519.837.8882. Please respond by one method of application only. **No phone calls please.** Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.

The County is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants must make their needs known in advance.





COUNTY OF WELLINGTON

POSITION DESCRIPTION

Title: Application Analyst	Reports to: IT Operations Manager
Department: Office of the Chief Administrative Officer – Clerk's Office	Positions Supervised: None
Effective: June 2016	Revised: February 2020

BASIC FUNCTION:

The Application Analyst will implement and maintain Information Technology (IT) solutions for the County of Wellington across various departments. This position provides daily support for several assigned systems. The Application Analyst will contribute to process improvements, the development and maintenance of custom reports, and the delivery of end user support.

PRINCIPAL RESPONSIBILITIES:

Under the supervision of the IT Operations Manager, the Application Analyst has the following duties and responsibilities:

- Provide prompt and courteous customer service over the phone or by email for software application issues.
- Work with technical staff to isolate, troubleshoot and resolve problems.
- Works on small projects and enhancements, or a sub-set of complex projects that require knowledge in a specific service and/or technology area.
- Perform complex analysis work including in-depth data and root cause analysis across multiple products and platforms.
- Prepares requirement specifications for new systems and enhancements to existing systems.
- Design new custom reports according to end user requirements, as well as maintain and repair existing reports.
- Test fixes and conduct follow-ups to ensure problems have been adequately resolved.
- Document reported software issues and actions taken to resolve them.
- Communicate application problems to key stakeholders including management, end users and other IT staff.
- Evaluate documented resolutions and analyze trends for ways to prevent problems from reoccurring in the future.

- Recommend solutions to enhance the automation and efficiency of operations and/or reduce costs.
- Work in partnership with all members of the IT team in the research, development, implementation and testing of existing or purchased software systems.
- Prepare and maintain high quality system procedures and technical documentation according to the department standards.
- Manage customer requests for change according to department standards.
- Develops training materials and delivers end user training as necessary.
- Perform other duties as assigned.

PROBLEM SOLVING RESPONSIBILITIES:

- The ability to break down larger problems into smaller components is key.
- Must be able to analyze and identify the root cause of basic technical issues.
- Must be able to problem solve in high pressure down time situations.
- Ability to effectively prioritize and execute tasks.
- Continually learn on the job as technology changes.

CONTACTS:

- Internal: County employees at all levels.
- External: software and hardware vendors, consultants.

MINIMUM QUALIFICATIONS:

- Four year university degree in Computer Science or a related field.
- Minimum four years of experience or equivalent in an IT support or application development role.
- Knowledge of SQL and databases; reporting tools such as Crystal Reports or SQL Reporting Services; desktop and server operating systems are required.
- Experience supporting Finance and Public Works departments would be considered an asset.
- Knowledge of systems, such as JD Edwards, ArcGIS, SharePoint, CityView, Kronos and InfoHR; programming languages such as C# and SQL would be considered an asset.
- A valid driver's licence (minimum G2 Class) and access to a reliable vehicle.

SKILLS AND COMPETENCIES:

- Excellent written and oral communication skills; excellent listening and interpersonal skills.
- Excellent investigative, analytical and problem solving skills.
- Able to work well with personnel of differing levels of computer experience.
- Able to organize and manage priorities.
- Superior customer service skills.

OTHER:

- Location: County of Wellington Administration Centre, 74 Woolwich Street, Guelph; flexibility of location may be required; some travel to various locations throughout the County required.
- Hours of Work: Monday to Friday, 35 hours per week; flexibility of hours may be required. Some overtime will be required.