

Job Title: GIS Systems Analyst II

Requisition ID: 9106

Company

The City of Vancouver is striving to become the greenest city in the world by 2020 and we are proud to be one of BC's Top Employers, Canada's Best Diversity Employers, and one of Canada's Greenest Employers. With employees that have helped Vancouver consistently rank as one of the world's most livable cities, the City values a diverse workforce which represents the vibrant community we so proudly serve.

Consider joining our committed team of staff and being part of an innovative, inclusive and rewarding workplace.

Main Purpose and Function

The goal of the GIS & CADD Services Branch at the City of Vancouver is to empower City staff and citizens to effectively use geospatial information to improve decision making, analysis, city services and overall operations. We are currently implementing a strategic plan to renew the Geographic Information Systems (GIS) and related applications. Major objectives are to create a robust governance and support model, strengthen and renew the geospatial technology platform, maintain high quality geospatial data, provide data discovery and access, and develop high value geospatial applications.

The Systems Analyst II will perform a dual role. As a project manager, he/she manages projects from business analysis through to organizational change including the management of project budgets. As a Systems Analyst, he/she will work with clients to identify and document requirements, conduct business and technical specification studies, deliver and support specific business applications. Working as an internal consultant, the Systems Analyst is expected to use his/her knowledge of the best-of-breed processes and procedures in business applications to recommend changes to business processes across the City. The GIS Systems Analyst position has access to confidential information and makes recommendations for changes in methods, processes and procedures that may impact on financial and operational areas as well as staffing work loads, working conditions, changes in positions or staffing levels.

Specific Duties/Responsibilities

- Project Management
 - Responsible for formulating software solutions to meet requirements as outlined by management and/or other departments, ensuring that the information systems, applications and database architectures support current needs, while providing a foundation for the future
 - Ensure projects are effectively managed, ensuring delivery on time, to specification, and within budget
 - Provide technical direction, leadership and guidance to project team members
 - Provides technical and administrative direction on software development projects ensuring effective and innovative solutions that meet the business requirements while adhering to appropriate governance policies such as FOIP
 - Provide project documentation related to developing and maintaining the project charter, project plan, budget, risk management plans, issues logs, change request log, statements of work, documented business procedures, project communications (web page), business cases, council reports and Steering Committee status reports.
- Systems Analyst
 - Perform detailed analysis of business requirements, translate them into system requirements, identify project phases and produce a project plan. Communicate, and liaise with project team members and key stakeholders
 - Consults with customers to understand and document their requirements. Develops systems alternatives including work procedure changes, and recommends the most suitable alternative to assist customers in meeting their operational requirements
- Business Process Review:
 - Analyzes and reviews departmental business processes; prepares recommendations, including business cases where appropriate, on the feasibility of computerization or redesign of computerized applications, or redesign of business processes; prepares estimates of costs and staff resources for implementation and ongoing sustainment of the technology solution
- Configuration & User Acceptance Testing:

- Lead in defining business/system configuration requirements and user acceptance testing. This will entail confirming the application supports the business specification requirements through an extensive user acceptance testing cycle (develop acceptance criteria, scripts, test, log deficiencies, and retest for final user acceptance and sign-off)
- Training:
 - Support to identify, develop, coordinate, and deliver training courses and materials to identified multiple training populations (pre and post implementation)
- Go Live and Post-Implementation Support:
 - Coach end users in adoption and use of the application
 - Uses knowledge of best-of-breed business processes and practices inherent in business applications to identify opportunities to improve operational effectiveness and recommend changes to the business units
- Technology Planning:
 - Remains current with architecture and developments in new GIS and other technologies, including trends, releases, enhancements/new functionality and best-of-breed business processes and practice
- Provides technical assistance for the upgrading of business applications, the implementation of other business applications, including integration with other applications
- Other duties/responsibilities as assigned
- Makes recommendations for changes in policies, methods, processes and procedures that may impact on financial and operational areas as well as staffing work loads, working conditions, changes in positions or staffing levels
- Develop and maintain test scripts and scenarios to ensure adequate testing of system configuration and integration with GIS
- Perform testing of problem fixes, configuration changes, enhancements and new functionality in order to ensure system integrity and proper integration with GIS
- Provides problem resolution for calls referred by Help Desk
- Investigate and follow up on system errors/problems. Liaise with the vendors as required to resolve these issues
- Delivers presentations to customers (users, depts) and technical staff on the GIS processes, systems solutions and specific technologies
- Provides corporate and departmental reporting support. Assists in the use of existing reports and develops/documents additional reports as required
- Participates in the development of new standards
- Has access to highly sensitive and business critical data from City departments

Minimum Position Requirements

Education and Experience:

- Post-secondary degree or diploma in Computer Science, Business Administration, GIS, or related field with preference for graduate degree in Computer Science or Business Administration
- 5 years of experience in developing and implementing business applications
- Or a combination of suitable experience and education

Knowledge, Skills and Abilities:

- Knowledge of current trends, standards, and products in Information Technology and GIS
- Knowledge and ability to apply business analysis and system design techniques
- Extensive knowledge of municipal business processes
- Demonstrated operational and project management skills: results focused, team oriented
- Broad knowledge across multiple aspects of the business (i.e.: organizational structure, key players, current business processes and supporting systems and services, etc.)
- Thorough knowledge of related corporate applications and work procedures
- Thorough knowledge of GIS systems development, support and maintenance
- Thorough knowledge of client server and web technologies
- Thorough knowledge of application reporting tools
- Experience with IT enterprise architecture
- Thorough knowledge of database (especially Oracle Spatial)/information design and management
- Thorough knowledge of system integration between business applications and across technical platforms
- Strong analytical and problem solving skills

- Excellent oral, written and presentation/facilitation skills, with ability to communicate at all levels within the organization
- Demonstrated ability to work both independently and as a member of a team
- Demonstrated ability to work under pressure, manage multiple priorities and respond to requests in a timely manner
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts and team members to provide advice, information and assistance
- Working knowledge of office productivity tools (e.g. Windows, MS Office, etc.)
- Capable of handling business critical and sensitive information in a position of trust
- Demonstrated ability to work with technical and non-technical staff
- Willingness to learn and to be exposed to new technologies and environments

Business Unit/Department: IT, Digital Strategy & 311 (1070)

Affiliation: Exempt

Employment Type: Regular Full Time

Position Start Date: February 2018

Application Close: February 25, 2018

We thank all applicants for their interest. However, only those selected for an interview will be contacted. Learn more about our commitment to diversity and inclusion.