Town of Erin
Community Services

Systems & Information Specialist

Job description and duties are currently under review

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Business Unit: Strategic Initiatives

Position Title: Systems and Information Specialist

Reports To: The Chief Administrative Officer (CAO)

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PURPOSE OF POSITION

Reporting directly to the Chief Administrative Officer (CAO), the Systems & Information Specialist will provide technical end-user support for all Town staff, be responsible for the management and maintenance of the Town's Information Systems, hardware implementation, implementing security measures and managing the Town's system contracts and agreements with the aim of enhancing business efficiency and productivity. This role will work to document requirements, research best practices and implement solutions that support the strategic direction of the Corporation.

Position Requirements

Education
- A University degree in Business Administration, Information Technology or Computer Science or related discipline;

- Certification as a Project Management Professional (PMP), Certified Business Analyst Professional (CBAP) or Certification of Competency in Business Analyst (CCBA) is highly desirable.

Experience
- Minimum (5) years related work experience;
- Minimum of (3) years project management and/or business analysis experience (preferably in the municipal sector.)

Skills

- Effective attention to detail and high degree of accuracy, analytical thinking and planning skills;
- Extensive and specialized technical knowledge in the business systems area, which include applications; development, business and process analysis, research and development, and systems integration to business systems;
- Expert level technical proficiency working with complex cloud- based software platforms;
- Advanced systems analysis skills, as well as comprehensive experience implementing and supporting complex information systems;
- Ability to take a proactive approach to information system securities such as managing firewalls/ anti-virus applications;
- Ability to maintain confidentiality and integrity of information and data;
- Specific experience analyzing legacy information systems and independently completing advanced fit/gap analysis to match future state business processes to information systems workflows and functionality;
- Proven ability to leverage strong leadership competencies in support of providing excellent client service;

- Strong leadership, project and time management, analytical and troubleshooting skills;
- Excellent problem solving abilities along with demonstrated experience in project leadership, project management, and customer service;
- Knowledge and experience with Program Portfolio and Project Management tools and proficiency with MS Office (Word, Excel, Project, PowerPoint, Visio) and Outlook;
- Advanced understanding of change management as it relates to information systems technology and processes;
- Advanced level experience working with Windows Server, MSSQL databases, web applications, desktop computing, and system administration.

Major Responsibilities include but are not limited to the following:

- Ensuring best practice is followed, implement information solutions that support the strategic direction of the Corporation;

- Act as a liaison between business units to proactively identify and bring strategic initiatives from concept to implementation while ensuring service excellence to internal and external clients;

- Responsible for the maintenance, configuration, enhancements, replacement, monitoring, analysis and integration of the Town's IT applications, with the aim of improving business efficiency and productivity;

- Provide continuous quality and productivity improvements to existing and new information systems by completing a business analysis approach to elicit the needs of the organization;

- Experience in telephony and broadcast systems highly desirable;

- Experience with GIS systems is highly desirable;

- Champion the adoption of new ideas and recommend forward thinking solutions to the CAO that can enhance the Town's IT practices;

- Provide end-user support for solutions during the transition from build to production;

- Maintain current knowledge of technology, trends and software and develop alternative solutions to business problems;

- Represent and promote corporate initiatives to educate users on future trends in Information Technology and business analysis;

- Configure and deploy hardware and software applications;

- Troubleshoot and solve end user hardware and software issues;

- Manage software procurement and software contracts;

- Update and maintain inventory systems;

- Conduct training sessions for staff as required.

Working Conditions and Environment

- This incumbent in this position will be working primarily out of the Town offices.

- The foregoing represents a reasonable statement of the requirements of this position.
- This position is for a 35-hour a week position.
- Normal office hours are 8:30am-4:30 pm, Monday through Friday, however the incumbent may be required to work outside of normal business hours.

Interested applicants may submit their resumes to HR@Erin.ca. Resumes will be accepted until 4:30 pm on December 16th 2020

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The foregoing represents a reasonable statement of the requirements of this position.

Hiring will be subject to the successful passing of a Criminal Reference Check and verification of education and required certifications'. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection. The Town of Erin is an equal opportunity employer. Accommodations are available for all parts of the recruitment process in accordance with the *Accessibility for Ontarians with Disabilities Act.*