



JOB DESCRIPTION

CLASSIFICATION: PROCESS ANALYST – COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM

JOB TITLE: PROCESS ANALYST – COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM

REFERENCE NO: 100439

DIVISION: STRATEGIC MANAGEMENT AND ANALYSIS

DEPARTMENT: BUSINESS TRANSFORMATION OFFICE

APPROVAL DATES: BY: Rochelle Parcoast DATE: May 18, 2022
MANAGING DIRECTOR – STRATEGIC MANAGEMENT AND ANALYSIS

BY: Star Schumacher DATE: May 18, 2022
CHIEF HUMAN RESOURCES OFFICER

GENERAL DESCRIPTION:

This is a unionized position responsible for business process analysis for the Computerized Maintenance Management System (CMMS) including requirements gathering; system and process testing; and training.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to Manager – Operational Technology, Software and Intelligence
- Works closely with Information Technology (IT) staff.
- Maintains external relationships with consultants and vendors.
- Develops and maintains relationships with internal stakeholders, department subject matter experts (SME's), and users.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Participates in the planning, requirement gathering, analysis, testing, support, change management, coordination and maintenance of the CMMS.
- Liaises with system users to analyze, support and improve the CMMS.
- Liaises and coordinates with IT on CMMS integrations and interfaces with other corporate systems.
- Receives, assesses and resolves change requests and issues from users.
- Ensures system documentation is accurate, maintained and up to date, including configuration records and process mapping.
- Coordinates and facilitates user training and testing.
- Assists with prioritization and project planning as required.
- Performs other related duties as required.

REQUIRED COMPETENCIES:

- Ability to analyze business and workflow requests as they relate to the CMMS.
- Demonstrated ability to take initiative and work directly with various stakeholders and department subject matter experts
- Experience solving business process issues as they relate to system integration and improvements.
- Experience with Cityworks is preferred, but not required
- Demonstrated ability to analyze requests and issues to develop an effective solution.
- Ability to document business process workflows.
- Skilled in the use of Microsoft and other current office software in a network environment and ability to adapt to the current integrated ERP system and new city wide or specific applications.

- Ability to work in a fast paced, dynamic team environment.
- Demonstrated excellent communication skills (written and oral) and have a good understanding of communication protocols.
- Excellent interpersonal skills and ability to work collaboratively with others.
- Ability to make decisions independently using proper judgement and procedures.
- Competency in planning and prioritization of workload.
- Ability to work under pressure when issues and problems arise.
- Experience working in a technical environment.
- Knowledge, understanding and commitment to City's Corporate Safety standards, including Health, Safety and Environmental Management System.

REQUIRED QUALIFICATIONS:

- Successful completion of a two (2) year diploma in technology, business, finance or related field from a recognized post-secondary institution.
- Two (2) years of experience in a related business process systems support role.
- An equivalent combination of management approved training, education or experience may be considered.

May 16, 2022