



Job Description

Position Title: Business Analyst/Programmer

Department: Information Technology

Reports To: Business Solutions Manager

Purpose

Under the direction of the Business Solutions Manager, the Business Analyst/Programmer's (BAP) role is to work with clients to determine requirements and create and implement solutions. The BAP gathers requirements, plans, develops, tests, implements, and documents efficient business, financial and operations systems in support of core organizational functions and business processes.

The Business Analyst/Programmer will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues in order to maximize the benefit of Information Technology systems investments.

The Business Analyst/Programmer will also assist in performing various tasks associated with the resolution of issues as they pertain to the enterprise software and applications.

Responsibilities

Programming/Software Development

- Designs, codes, verifies, tests, documents, amends, and refactors moderately complex programs/scripts.
- Applies agreed standards and tools to achieve a well-engineered result.
- Monitors and reports on progress. Identifies issues related to software development activities. Proposes practical solutions to resolve issues.
- Collaborates in reviews of work with others as appropriate.

Systems Integration and Build

- Provides technical expertise to enable the configuration of system components and equipment for systems testing.

- Collaborates with technical teams to develop and agree system integration plans and report on progress. Defines complex/new integration builds. Ensures that integration test environments are correctly configured.
- Designs, performs, and reports results of tests of the integration build. Identifies and documents system integration components for recording in the configuration management system.
- Recommends and implements improvements to processes and tools.

Application Support

- Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures.
- Uses application management software and tools to investigate issues, collect performance statistics and create reports.

System Software

- Monitors system software metrics and adjusts configurations for optimum availability and performance.
- Reviews system software updates and identifies those that merit action.
- Configures system software for required functionality and performance.
- Investigates and resolves system software problems, requesting action from supplier if required.

Systems Installation and Removal

- Undertakes or supervises complex installations and de-installations of systems or components, including handover to the client.
- Develops procedures and standards for installation and handover to maintain and improve the installation service.
- Schedules installation work around client priorities and resource availability.
- Ensures adherence to established safety and quality procedures.

Database Administration

- Develops and configures tools to enable automation of database administration tasks.
- Monitors performance statistics and create reports.
- Identify and investigates complex problems and issues and recommends corrective actions.
- Performs routine configuration, installation, and reconfiguration of database and related products.

Business Situation Analysis

- Investigates business situations where there is some complexity and ambiguity.
- Adopts holistic view to identify and analyse problems and opportunities.
- Contributes to the selection of the approach and techniques to be used for business situation analysis.
- Conducts root cause analysis and identifies recommendations for improvements. Engages and collaborates with operational stakeholders.

Requirements Definition and Management

- Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity.
- Contributes to selecting the requirements approach.
- Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements.
- Establishes requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source.

Incident Management

- Ensures that incidents are handled according to agreed procedures.
- Prioritises and diagnoses incidents. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents.
- Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents.
- Contributes to testing and improving incident management procedures.

Security Operations

- Monitors the application and compliance of security operations procedures.
- Reviews actual or potential security breaches and vulnerabilities and ensures that they are promptly and thoroughly investigated. Recommends actions and appropriate control improvements.
- Ensures that security records are accurate and complete and that requests for support are dealt with according to agreed procedures.
- Contributes to the creation and maintenance of policy, standards, procedures, and documentation for security.

Stakeholder Relationship Management

- Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information.

- Implements stakeholder engagement/communications plan. Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.
- Helps develop and enhance customer and stakeholder relationships.

Documentation

- Creates and maintains documentation for commercial software, custom application, and integrations to aid in those systems installation, support, and use.
- Provides input into relevant areas of disaster recovery plans and departmental business continuity plans.
- Documents incidents, changes, software inventory and sensitive data in ITSM platform.

Working Conditions

Generally works in an office environment, with some travel throughout the corporation. Position requires intense concentration on screens and text for research, development, trouble shooting and other activities. Work is subject to some interruption.

The Business Analyst / Programmer must be available, often on short notice, to locate and repair problems and malfunctions with software and provide advice to users.

Usual working hours are based on thirty-five per week core hours.

Contacts

Internal Working Relationships

The position works closely with users at all levels throughout the organization, often on long projects with complex subject matter.

External Working Relationships

External working relationships involve the County's network support contractors, other suppliers, and agencies. The IT Department staff represents the County in the maintenance of the system's integrity, while ensuring that provincial (e.g. Ministry of Community and Social Services and Ministry of the Attorney General) requirements are met.

Knowledge and Skill

- Graduation from a three-year Computer Programmer Analyst or Computer Science program at a recognized College of Applied Arts and Technology (or

equivalent), with a minimum of 3 years' experience working in a large network environment, preferably municipal.

- Formal training must be augmented with a demonstrated knowledge of current concepts, programs, methods, and technologies in the technology field.
- Strong level of programming expertise aligning with Grey County's standard development frameworks (currently Java).
- Particular knowledge of MSSQL database management; T-SQL, Postgres SQL and a broad knowledge of software programming and capability.
- IIS Web Server Administration, Apache, and Tomcat administration
- Basic Microsoft .NET skills
- Strong interpersonal skills, with emphasis on understanding business processes of non-technical people.
- The ability to interpret and translate between technical issues and business requirements such that all stakeholders have a common vision of the objective to be achieved that can be understood and used effectively.
- Comprehensive knowledge of programming principles and a sound working knowledge of both structured and object-oriented programming.
- Position provides database and programming support to GIS staff..
- Position requires experience with the current versions of Windows and Linux operating systems.
- Ability to effectively scope and design software; designing applications that are easy to use and maintain.
- Maintains awareness of trends and issues in the IT field. Keeps skills and knowledge up to date through courses, seminars, and selected reading.
- Responsible as an employee for good occupational health and safety practices.
- Performs other related duties that are assigned by the Manager of Business Solutions and the Director of Information Technology.

Impact of Error

Significant consequences in the event of loss or corruption of data, and/or in staff productivity.

Poorly designed applications could adversely affect decisions and result in confusion and duplication of effort. As the Senior Programmer, is responsible for ensuring quality control by subordinate staff.

Technical, training, communication and administrative errors would disrupt the County's network system and corporate data.