

Position Description

Position Title: Application Developer/Analyst

Department: Information Technology

Last Updated: May 2022

Summary

The Application Developer/Analyst supports the City's key line of business applications. This position also assists with improving operational efficiency and developing and maintaining in-house software solutions.

Key Duties & Accountabilities

- Provides SQL database support, and analyzes, designs and recommends solutions and improvements
- Provides application maintenance and support for all major vendor supplied applications, including CityView, CityWorks, FDM (Dispatch management), SharePoint, Great Plains
- Liaises with external contactors/vendors to complete projects and solve operational issues, as required
- Assists with installations, upgrades, application troubleshooting, end user training and client support
- Assists with the creation and improvement of existing in-house applications to modern web development frameworks
- Supports the implementation of programming standards, methods and procedures and ensures all applications and development/design comply with these standards
- Cooperatively works with other departments as part of the larger municipal team with the goal of minimizing departmental boundaries and maximizing service delivery
- Develops reports and business intelligence using SSRS and SSAS
- May be requested to work outside office hours, including in support of local emergencies
- Performs other related duties as required

Qualifications

- Post-secondary diploma in Computer Science or a related field, and three (3) years' experience (or an equivalent combination)
- Valid BC Drivers Licence
- Experience with and practical knowledge of the methods, practices, techniques and equipment used in database and application support & development, including cloud technologies (Office 365)
- Experience with a range of diagnostic, reporting, and analysis tools related to one or more database and application areas mentioned in this job description
- Working knowledge of enterprise IT systems
- Experience with Visual Studio .NET frameworks for application development and modern front and backend javascript (React, etc.)
- Ability to develop reports and business intelligence using SSRS and SSAS

- Possess a high degree of adaptability and willingness to be flexible in a changing work environment
- Strong communication, problem solving and organizational skills
- Ability to communicate with tact and discretion when settling requests, complaints or clarifying information
- Strong oral, technical writing, and interpersonal communication skills
- Ability to adapt and learn new ideas, principles, and concepts in a dynamic ever-changing technical environment
- A commitment to excellent customer service, continuous improvement, and lifelong learning
- A team player with a strong work ethic
- A sense of humour with the ability to take your work seriously but not yourself