



FULL-TIME IT OPERATIONS ANALYST/TECHNICIAN COMPETITION NO.: ITD-2024-01



Posting Date:	January 30, 2024	Closing Date:	OPEN
Department:	Information Technology	Hours per Week:	35 hours per week
Benefits Entitlement:	Yes	Pension Entitlement:	Yes – Employer Matched Contributions
Salary Level 8:	\$31.24 - \$36.77 (2023)	Union:	CUPE Local 434

Under the direction of the Manager of Application Services you will assist in maintaining a high level of service to users of various technology tools in the various departments, boards and agencies of the City. The primary role of the OA/T is to provide strategic expert advice and consultation on multiple technology initiatives in all City operational divisions as well as manage the life cycle of internal I/T projects. You will also assist in performing various tasks associated with the resolution of issues as they pertain to the City's Computer Information Systems.

Major Tasks

- Lead, co-ordinate and facilitate multiple information technology projects and process improvement initiatives related to the enhancement of the City's core and departmental information systems. This will include process analysis, redesign and re-engineering where applicable
- Responsible for project management phases of assigned information technology projects
- Provide technical direction and assistance to Information Technology staff and guidance to project members, consultants and vendors included on project teams.
- Develop project plans based on goals and success indicators set out in the project business cases while ensuring integration with existing business applications
- Assist in providing support to technical service personnel
- Act as I/T project liaison to the various departments, boards and agencies of the City and various external entities
- Maintain the I/T Asset portfolio management system
- Assist various departmental functions as required
- Participate in I/T on-call service delivery schedule.
- Required to participate in and support the City of Timmins Continuous Improvement Program in order to help foster a culture of operational excellence

Qualifications:

- Two-year Community College Diploma in Computer Studies
- Equivalent combination training and experience could be considered
- Demonstrated knowledge of enterprise networking, inter-networking and support environments
- Demonstrated knowledge of project management methodologies and practices
- Demonstrated knowledge of the Information Technology Infrastructure Library (ITIL)
- Strong interpersonal skills with the ability to communicate effectively in a project environment
- Three years related experience in a systems analyst capacity managing technology projects
- Valid Class G Ontario Driver's License minimum
- Able to obtain and maintain a security clearance

How to Apply

To apply for this position, submit your cover letter / resume to the Human Resources Department.

Via Email human_resources@timmins.ca

The City of Timmins is committed to providing a safe and supportive workplace where diversity, equity and inclusion are at the core of how we conduct business. As part of this commitment, we will ensure that persons with disabilities are provided reasonable accommodations throughout the recruitment and selection process, in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Personal information provided is collected under the authority of The Municipal Freedom of Information and Protection of Privacy Act. We thank all applicants for their interest; however, only candidates under consideration will be contacted.