Job Title:		Pay Grade:
Business Applications Software Specialist		8
Department:		**Reports to:**
Information Services		Manager of Business Applications and Client Services
JJE Maintenance Review Date: 2027	**Content Last Updated:** October 2022	**Position(s) supervised:** N/A

JOB SUMMARY

The Business Application Software Specialist role is responsible for a full life-cycle (analysis, development, implementation, testing, integration, deployment and maintenance) of Comox Valley Regional District (CVRD) information technology business applications software and infrastructure. As part of the Information Technology group, this position will effectively collaborate with internal customers to understand their technology requirements, analyze business processes, and develop solutions by integrating data shared across legacy, new development, or out of the box applications.

MAJOR DUTIES AND RESPONSIBILITIES

1. Collaborates with CVRD departments in the creation of business process flow diagrams, business requirement documentation and business test scripts for applications being developed.

2. Sets direction on connectivity of software, evaluates system performance and effectiveness, and provides ongoing implementation and support for agreed IT solutions, providing regular reports to department and IT management regarding the status of assigned projects and initiatives.

3. Consults with business units regarding process and performance issues, gains consensus with respect to recommended solutions and facilitates development and implementation.

4. Provides technical support for any existing or new enterprise level applications (SharePoint, Landuse, MARS, Cityworks CMMS, iMap etc.)

5. Provides database administration for Icity (Vadim), Cityworks, ArcGIS, HRIS, Landuse, MARS and SharePoint servers and maintains, updates, and provides customized solutions to support business applications and backend SQL servers.

6. Provides excellent customer service by responding promptly to technical support and service requests and communicating with clients in an easy-to-understand, clear, concise, and persuasive manner while exercising patience, empathy and respect.

7. Works with business application users and departments to develop customized queries and reports and linking SQL server databases to meet business needs.

8. Proactively audits and assesses business application databases to determine, recommend, and implement efficiency opportunities.

9. Works with vendors to resolve complex business application and data integration related problems. Acts as a liaison between the vendor and the user to effectively troubleshoot and correct problems.

10. Provides effective training to clients on the use of business applications while adapting to different skill levels and learning styles, and relaying technical information in common language.

11. Develops strong internal customer relationships through proactive collaboration and timely, relevant, and continuous communication.

12. Remains abreast of new trends in the industry through technical journals, Internet sources, conferences and courses, and networking with other industry professionals.

13. Other duties as assigned.

REQUIRED EDUCATION AND EXPERIENCE
- Four year Computer Science degree or other relevant discipline together with over two years up to three years progressive experience in the information technology field focusing on application design, development, support implementation; OR
- Two year technology diploma in computer systems, with four years up to and including five years progressive experience in the information technology field focusing on application design, development, support implementation.
- Equivalent combination of education and experience may be considered.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS *(required for acceptance into the job or to be acquired in first six months of being in the job)*
- Valid Class 5 Driver's License
- Microsoft Certified Solutions Developer
- Microsoft SQL Server Database Certifications

PREFERRED QUALIFICATIONS
- CCP Certified Data Management Pro (ICCP CDMP)
- C# Programming
- ITIL 4 Foundation Certificate

KNOWLEDGE, ABILITIES AND SKILLS *(required for acceptance into the job or to be demonstrated in first six months of being in the job)*

- Intermediate understanding of techniques and tools pertaining to the design, development, testing, deployment and maintenance of information technology solutions.
- Knowledge of project management principles supporting a diverse user community.
- Strong understanding of performance measures, cost/benefit analysis, and ROI.
- Knowledge and experience with Crystal reporting including building customized queries.
- Strong understanding of Microsoft Power BI tools.
- Strong understanding of GIS and ArcGIS including integration with other software.
- Familiar with Cisco VOIP phone systems to support voicemail, and remote calling applications
- Advanced to expert knowledge of Microsoft Office, MS Outlook and MS SharePoint platforms, to provide technical support and leverage these technologies to meet business unit needs.
- Ability to speak in a clear, articulate manner, using audience-appropriate language and terminology, for individual and/or group situations.
- Ability to relate to users at all levels, provide training and support, and initiate and facilitate effective relationships with internal and external contacts.
- Maintains a high degree of confidentiality when working with business application users and departments to develop customized queries and reports.
- Ability to anticipate and balance multiple demands and priorities and meet deadlines.
- Ability to think logically and analytically in a problem solving environment.
- Ability to demonstrate a motivated approach to work including the ability to plan, prioritize and work under pressure to meet deadlines
- Ability to stay current on new technology and industry initiatives related to potential technical enhancements and/or economic benefits
- Ability to write and execute SQL queries and develop SQL scripts and store procedures.
- Proven experience in developing and maintaining customer relationships including delivering results in a timely, high quality manner
- Strong verbal and written communication skills to facilitate meetings and convey technical information to a diverse audience.
- Strong research, resource coordination and documentation skills
- Advanced programming skills with combination of C#, Visual Basic, Visual Studio, ASP.net and SQL to support Landuse and other in house built applications to update and upgrade when needed

EMPLOYEE SIGNATURE
I have read and understand this job description

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Print Name   Signature   Date