

JOB DESCRIPTION

POSITION:	ENTERPRISE SUPPORT ANALYST		
DEPARTMENT:	Information Technology		
LOCATION:	Various	UNION:	C.U.P.E. Local 543
HOURS OF WORK:	37.5	JOB CODE:	543407
SHIFT WORK REQ'D:	No	GRADE/CLASS:	0.16

DUTIES:

Reporting to the Manager of Enterprise Systems, this position will be responsible for ongoing functional support to all users of the modules of Amanda and PeopleSoft systems. Ensures systems meet functional and technical requirements for users. Provides support and training. Consults as a functional expert on project teams and business improvement teams for Amanda and PeopleSoft initiatives. Performs in-depth analysis; defines, revises and executes test scripts, verifies results, troubleshoots discrepancies and resolves issues related to system process and interfaces for PeopleSoft Financials and PeopleSoft HRMS systems. Works in conjunction with third party vendors as well as internal technical resources, corporate departments and other municipalities/agencies to resolve issues, improve processes and achieve best practices. Responsible for the design and testing of reports and queries; maintains system interfaces and validates all incoming data. Performs year end closure and account verification. Manage, upgrade, create test scripts and execute to test the integrity of new releases of products. Log major issues and reports to Amanda and PeopleSoft global support. Flowcharting documentation on business processes being implemented within the system. Responsible for the creation of ad-hoc reports and/or inquiries. Maintain security profiles for all users. Respond to Help Desk and user inquiries related to the Amanda and PeopleSoft systems and determine root causes of issues and provide resolution. Provide information on the intranet website and keep it up to date. Maintain and monitor financial component of Computer Systems and E Services, including all interfaces. Acts as the primary liaison with CSDC (Amanda) support and PeopleSoft – RiminiStreet Global support; responsible for organizing and conducting Committee meetings including governance, manager and user groups. Will perform Occupational Health & Safety duties as outlined in the Corporation's Health and Safety Program. Will perform other related duties as required.

QUALIFICATIONS:

- Must have a three (3) year post-secondary diploma from a Community College in Business Administration or Computer Technology/Science or Ontario Ministry of Education equivalencies;
- Must have over three (3) years of experience working with an Enterprise Resource Planning System (ERP) such as PeopleSoft, SAP, JD Edwards, Amanda etc.;
- Must have the ability to travel to off-site locations in a timely and expedient manner as required. If method of travel is by vehicle, a current, valid and lawful Driver's Licence is required in accordance with the Highway Traffic Act and must provide a driver's abstract as a condition of employment;
- Must have extensive knowledge and working experience with personal computers (hardware, software and applications);
- Must possess strong problem solving skills;
- Must be able to deal calmly and professionally with users;
- Must be able to interpret a complicated problem/solution and explain it in non-technical terms;
- Must have good written and verbal communication skills;
- Must have the ability to train users;
- Amanda and or PeopleSoft functional experience is a definite asset;
- Technical background and an understanding of relational databases is a definite asset;
- The physical demands analysis associated with this job indicates a sedentary level of work.

In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.