

INTERNAL JOB OPPORTUNITY

POSITION: ENTERPRISE SUPPORT ANALYST		JOB POSTING #:	2015-0037
DEPARTMENT:	Information Technology	UNION:	543
POSTING TYPE:	Corporate	JOB CODE:	543407
POSTING STATUS:	Regular Full-Time	POSITION #:	00004109
# OF POSITIONS:	1	GRADE/CLASS:	0.15
SHIFT WORK REQ'D:	No	SALARY RANGE:	\$28.47 to \$33.48 hourly
DEADLINE DATE:	Wed., February 25, 2015	HOURS PER WEEK:	37.5

DUTIES:

Reporting to the Manager of Enterprise Systems Support, the Enterprise Support Analyst is 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 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 interface 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 product. 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. Performs Occupational Health and Safety duties as outlined in the Corporate Health and Safety program. Performs other related duties as required.

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SUPPORT ANALYST****JOB POSTING #: 2015-0037****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 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;
- Will be required to lift up to 14.4 lbs.;
- 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 license is required in accordance with the Highway Traffic Act and must provide a Driver's abstract as a condition of employment;
- Amanda and or PeopleSoft functional experience is a definite asset;
- Technical background and an understanding of relational databases is a definite asset.

POSTING SPECIFICS:

- Posting Period:**
- **Thursday, February 19, 2015 at 8:30 AM to Wednesday, February 25, 2015 at 4:30 PM**
 - **APPLICATIONS WILL ONLY BE ACCEPTED DURING POSTING PERIOD**
- Who May Apply:**
- Current City of Windsor employees. Eligibility for consideration is determined by the applicable collective agreement and/or current Corporate hiring practices.
- How To Apply:**
- Complete an Internal Job Transfer Form (available at Human Resources or on Dashboard) and attach as resume, specifically noting the job posting number, your qualifications and experience as outlined above.
- Apply To:**
- In person to the Human Resources Department or one of the Customer Care Centres
 - By faxing your Job Transfer Form and resume to the Human Resources Department
- Update:**
- By Human Resources on February 17, 2015

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.